KONICA MINOLTA

SSD SUPPORT SOLUTIONS

7255 - ALL ACTIVE SOLUTIONS

June 2009

This document contains information that was exported directly from Konica Minolta's SSD Support knowledge base. Some solutions may contain hyperlink references which originally contained links to graphic or text files. If you wish to view these files, you must access the solutions via SSD CS Expert Support on Konica Minolta's website, www.kmbs.konicaminolta.us.

Legal Notice

This document is designed as a diagnostic tool, primarily for Konica Minolta's support personnel, and authorized service representatives. Konica Minolta recommends that all service be performed by an authorized service representative. Users are responsible for seeking advice of a Konica Minolta authorized service representative regarding the information, opinion, advice or content of this document.

USER AGREES THAT USE OF THIS DOCUMENT IS AT USER'S SOLE RISK AND THAT THIS DOCUMENT IS PROVIDED ON AN AS IS BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES THAT ARE IMPLIED BY LAW AND INCAPABLE OF EXCLUSION. IN NO EVENT WILL KONICA MINOLTA OR THOSE ACTING ON ITS BEHALF BE LIABLE FOR ANY DAMAGES, INCLUDING, WITHOUT LIMITATION, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF YOUR USE OF THIS DOCUMENT.

Copyright 2008, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0808280EN* **Solution Usage** 2

Description

PROBLEM:

Toner spew, over toning.

Solution

CAUSE:

Incorrect DSD(Drum Space Distance) with the Developer unit.

SOLUTION:

Adjust the DSD space rollers on developer sleeve assembly.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0800352EN* **Solution Usage**

Description

DF-322, varying registration.

Solution

CAUSE: ThePlaten guide assembly is damaged.

SOLUTION: Replace the Platen guide assembly (p/n 13QA-6181).
Note :The three black Light Shield Sheets attached to the Platen Guide Part/Left (p/n 13QE41030) will also most likely be damaged allowing exposure light to leak onto the registration sensor.If damaged, replace the three Light Shield Sheets (p/n 13QA45290).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0640227EN* **Solution Usage** 20

Description

Intermittent SC49-01.

Solution

PROBABLE CAUSES:
1. Failed printer control board assembly.
Ensure that the system code on the IP511A is at minimum version 6.2.0. Remove the IP511A from the main body and inspect the connection to the main body for any damage or pins out of place. Reseat the IP511A onto the main body and verify operation. If the service code continues to occur, replace the printer control board assembly (p/n 13RN-7320).

2. The IP511A hard drive start up code is corrupt.
Ghost the hard drive with the available image via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. In most cases ghosting the IP511A hard drive will resolve the SC49-01 issue.
Note : The IP511a-26.3.0-ghost.exe image can be used with a licensed version of Symantec Ghost® (version 6.5 or greater)on a formatted PC or laptop hard drive. This file was created by request for Konica Minolta service organizations who use the Symantec Ghost® application.
CAUTION : The drive from which this image was createdis 41GB. Use ONLY on a drive of the same size when "ghosting" this image to another drive. This code is NOT compatible with Ghost version 9.0.
Ifunable to purchasea licensed copy of Symantec Ghost®, please use the standard method of updating IP-511A code.
To purchase Symantec Ghost® (now Norton Ghost®) visit the Norton from Symantec™ Store
http://shop.symantecstore.com/store/symnahho/DisplayHomePage/en_US/ThemeID.106300

3. The IP511A hard drive has failed.
Replace the failed hard drive (p/n 14KX-9040).
Note : The IP511A will not boot up and cannot be seen in HyperTerminal.

4. Failed IP511A memory module.
To check the memory module, perform the following:
a. Power the printer OFF (using the main power switch located on the rear left side of the main body).
b. Remove any additional memory modules, which have been installed on the IP unit.
c. Power the copier ON. If, the IP boots up successfully one or more of the memory modules has failed. Replace the memory modules [MU-404/64MB] (Item #950218) or [MU405/128MB] (Item #950219) as necessary.

5. The power being supplied to the printer is suspect.
Install a power monitor to determine if the AC outlet is causing the problem.
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0626992EN* **Solution Usage** 12

Description

SC49-04 at power up.

Solution

CAUSE: Thecontroller hard drive has failed.

SOLUTION: Perform a recovery of the system code using the instructions below. If the problem persists, replace thecontroller hard drive (p/n 13RP-9040 for IP-511 and p/n 14KX-9040 for IP-511A).
The controller contains an image of the system code on a separate partition of the hard drive. To recover the system, perform the following:
1. Connect a null modem cable (RS232C serial cable terminated in a female 9-pin D-Sub connector on both ends) to the service port of thecontroller and a serial port of a laptop or PC running Microsoft® Windows.
2. Run Hyper Terminal with a setting of 9600, 1 stop bit, no parity, and no flow control.
Note : To view the above link,Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
3. Once Hyper Terminal is started, power ON the printer.
4. Once the memory test screen starts, press "k" and then "a".
5. The system should start to boot to DOS. Press Enter when asked for Date and Time.
6. At the DOS prompt, type "d: Recovery". The controller will initiate a batch file that reloads system code. This process will take approximately 3 - 4 minutes.
7. Once writing is complete, a message "Recovery Done" will display in the Terminal Session. Power OFF the machine and remove the serial cable. The system can now be initialized.
8. If the system image is older than current system code, updated system code can now be installed once the printer has initialized completely. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Notes :
a. The recommended file to use when performing a recovery of the system software is the Recovery.bat file. However, there are three recovery files on the D partition:

D:\Recovery.bat

D:\VER600\install.bat (same as recovery.bat)

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

D:\VER570\Install.bat.
b. If the recovery does not complete from the Recovery.bat file then change directories and run the VER570\install.bat file. This will install version 5.5.1 system software (not version 5.7.0). Once 5.5.1 is loaded and initializes correctly, install version 6.0.0 system software and any related patches.
c. If any of the processes do not take place, check the contents of the D:\ drive by performing a dir command. If the contents do not list D:\Recovery.bat , D:\VER600\install.bat , and D:\VER570\Install.bat then the D: partition has not been installed correctly. The drive must be sent back to test lab for recovery.

Solution ID TAUS0627513EN* **Solution Usage** 0

Description
When browsing the web utilities with Microsoft® Internet Explorer, the page is in Japanese.

Solution
PROBABLE CAUSES:
1.A glitch in the cache may be causing a refresh problem.
Delete all cache files and clear the history. Simply right-click on the IE desktop icon and select Internet Properties. Click on [Delete Files...], [Clear/Delete History], [Delete Cookies...](optional), then OK .
Note : To viewthe abovePDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

2. The NIC firmware is corrupted.
Reset the NIC to factory defaults. To reset theNIC to factory settings, perform the following:
a. Power down the IP unit and remove the small rearcover.
Note : Please remove the network connector from the NIC when performing the reset.
b. Set jumper OP2 to the lower 2 pins, (bottom and middle) for factory initialization.
c. Power the IP unit ON and leave it on for five minutes.
d. Power down the IP unit and reset jumper OP2 to the upper 2 pins (upper and middle).
e. Install the rear cover.
f. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900085EN* **Solution Usage** 0

Description
Unable to scan to E-mail using a Microsoft® Exchange Server 2007.

Solution
CAUSE:The Microsoft® Exchange Server is not set up correctly.

SOLUTION:Please use the attached settings to set up scan to E-mail on the Microsoft® Exchange Server 2007. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
CAUTION : The following instructions to create an Anonymous SMTP Receive Connector are NOT to be attempted by a technician. They are provided only for use by an EXPERIENCED Microsoft Exchange 2007 Administrator, as failure to follow these instructions in any way may have a detrimental effect on E-mail flow in Exchange 2007. The instructions provided have been tested numerous times and are known to work. They are currently in production use in-house at Konica Minolta and several customer environments.
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD and Mark D'Attilio/Ian Lynch, Production Print/SSD

Solution ID TAUS0802577EN* **Solution Usage**

Description
E49-05 shortly after power ON.

Solution
CAUSE: IP-511A cooling fan lock error.

SOLUTION: Clean and inspect the IP-511A cooling fan. Ensure the power connector is securely seated and that no obstructions are interfering with the fan blade rotation. Replace the IP-511A cooling fan (p/n 13RN80520) as necessary.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0900674EN* **Solution Usage**

Description
SC46-08, No power. Thetimer light is flashing

Solution

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

CAUSE: ICB failure, unrecoverable.

SOLUTION: Replace the ICB (p/n 56QA-9010).

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0703721EN* **Solution Usage** 1

Description

Gray background, but only when copying using the Auto Exposure mode.

Solution

CAUSE: Failed CCD.

SOLUTION: Replace the CCD unit (7155/7165 CCD: p/n 56AA-6300; 7255/7272 CCD: p/n 56QA -630 1; Di551/Di650 CCD: p/n 4024-3120-01; Di5510/Di7210 CCD: p/n 4396-1238-01).
SPECIAL NOTE : Solution provided by Mark McFarlane, Hughes-Calihan Corporation

---

Solution ID TAUS0630552EN* **Solution Usage** 0

Description

Horizontal black lines separated by approximately 56mm in halftones in the last half of the image and/or abnormal noise generation during warm-up under the following conditions:

Immediately after having been idle for an extended period of time.
When the paper in use is larger than 8.5x11.
If the image is high density (containing many dots).

Solution

CAUSE:A change of material in the Paper exit Conveyance Roller/Upper (p/n 56AA53071) allows development of flat spotswhich can cause both noise and transfer jitter lines to occur.

SOLUTION: To correct:
1. Ensure that the engine firmware is at the following levels:
a. 7155/7165 Print Control version 14 or later
b. 7255/7272 Print Control version 14 or later
Note : This is the lowestfirmware version that provides therequired dipswitch setting.
2. Set 25 Mode Dipswitch 26-7 to [1] to provide slight fixing roller rotation to prevent constant contact at the roller nip and avoid flat spot generation.
3. If the problem persists, apply Molytherm grease #2 to the surface of Paper Exit Drive Gear/2 (p/n 56AA77230).The grease can be sourced locally or online.

4. If the problem still occurs, replace the Paper Exit Conveyance Roller/Upper with theprevious type using the newly assigned part number (p/n 56AAK0090).
IMPORTANT : DO NOTorder theoriginal productionroller as p/n 56AA53070. To prevent a parts order for thepreviously utilizedroller from "subbing up" to p/n56AA53071 (the current roller exhibiting the symptoms), adifferent part number has been assigned to thatoriginal production roller (p/n 56AAK0090).
5. In some situations, it may also require installation of a Ferrite Core on the network communication cable.

Solution ID TAUS0802265EN* **Solution Usage**

Description

Toner is scattered around images when printing on thick paper. This is particularly noticable with text.

Solution

CAUSE: Incorrect transfer/separation setting.

SOLUTION: Change soft switch 6, bit 3 to ON (switch 6, bit 4 should remain OFF).
Note : This setting affects copy quality only when the Thick mode is selected.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0643548EN* **Solution Usage** 3

Description

SC29-03 (patches are not output during D-Max correction),SC46-08 (image write, index sensor failure) and blank or black copies. The service codes and copy quality issue seems to alternate, but failures are constant.

Solution

CAUSE: The Write Unit has become disconnected,slid out of position or has failed.
Note : The ICBand PRCBwere recently replaced.

SOLUTION: Reseat all of the connections to the Write unit. Reinstall Write unit.Reseat all of the connections to the Write unit. If issue continues, replace the Write Unit (p/n 4396-1239-01 for 7255/7272/Di5510/Di7210,p/n 4024-2050-01 for 7155/Di551, p/n 4024-2052-01 for 7165/Di650).
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255 Image failure other than density/color - magnification, blur

Solution ID TAUS0619922EN* **Solution Usage** 5

Description

DF-316/DF-322/EDH-4/EDH-7, lines on copies when using the RADF/EDH.

Solution

CAUSE: The SCDB has failed.

SOLUTION: Reseat all connectors on the scanner drive board or PWB assembly. Replace the SCDB (p/n 56AA-9090 for the 7155/7165)or the PWB assembly(p/n 4024-2893-01 for the Di551/Di650/Di7210/Di5510/7272/7255) if needed.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0646042EN* **Solution Usage** 3

Description

Copies are very light towards the rear. Text has a halo effect if examined closely under magnification or a loupe.

Solution

Note : The drum, developer, and coronas have been replaced. However the issue returns after 5,000 to 10,000 copies. The drum ground and bias connections seem to be properly connected when checked with a meter (less then 10 ohms of resistance).
CAUSE: Failed developing unit. In some cases, developermay seep into the side seals of the magnet roller. This affectsthe bias voltage applied to the outside of the magnet roller (bias voltage is lost), causing background and halo effecton some text. In addition the developer that collects in the core of the magnet roller causes light image usually at the rear of the copies. A flattening of the developer brush can be seen if you examineitclosely. Tilt the developing unit slightly as you rotate the magnet roller. The brush that forms will be flattened where the light image is being produced.

SOLUTION: Replace the developing unitassembly (Di650/Di551/7155/7165 -p/n 4024-1024-01 and Di5510/Di7210/7255/7272- p/n 4396-1010-01)and the developer.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0643221EN* **Solution Usage** 2

Description

Approximately 3mm to 4mm all around the image is being cut off when scanning to FTP. The originals are 8.5x11 and have image at the edge of the page. Even when selecting reduction, the image is still being cut off.

Solution

CAUSE: All scanning through the EDH or platen is subject to edge erase. All four sides of the scanned image are erased approximately 2mm to 4mm all around the entire document. This is done to prevent the edge of the originals from scanning which will produce a shadow/line when imaged. This is the default function when a document is scanned.

SOLUTION: To remedy this issue make the following selections in the Scan to FTP mode:
1. Under "Function" select the "Application" key.
2. Under "Application" select All-Image Area.
3. Press the [Start] button.
The entire image should be reproduced with these settings.
Note : These settings must be selected each time a job is scanned. The All-Image Area setting can not be made as a default setting. This setting works in all three scan modes: scan to HDD, FTP, and E-Mail.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0700453EN* **Solution Usage** 737

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems and and information concerning damaged or missing NVRAM/BRU.

Solution

bizhub C250/C252/C300/C350/C351/C450

NVRAM trouble codes (C-D3xx codes) can occur at any time. Mostly these codes happen when updating firmware. A NVRAM Data Restore procedure was announced a few months ago to address these codes:

Stop, 0, 7, 1, 3, 9, *

What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM. There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.

WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup. This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM. If this is the case, then the NVRAM and MFP board will have to be replaced as a set.

Known unrecoverable NVRAM symptoms:

1. Stuck on hourglass screen
2. Incorrect meters
3. When performing the NVRAM restore procedure the codes repeat themselves

Note : One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes. It is HIGHLY recommended to install a quality power line conditioner on these machines.

Known fixes for various codes:

C-D36E and C-E002 – Install Phase 3.01 firmware (H5 or H6 depending on model).

If a corrupt NVRAM is suspected, please try performing a Data Clear. This can be found in the Tech Rep mode.

CAUTION : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear. If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

8020/CF2002/8031/CF3102

Codes C-3C00 through C-3C40 indicate a corrupt BRU.

Codes C-3C50 through C-3C90 indicates a problem with the PWB-C board or the scanner to main body cable.

8050/CF5001/bizhub PRO C500

The NVRAM for the C500 cannot be replaced in the field. The only way to correct a corrupt NVRAM is to send the OACB, NVRAM, and PRCB into Konica Minolta to be reset.

Known defective NVRAM symptoms:

1. Meters or default adjustment values are extremely high.
2. Adjustments do not hold after powering the machine OFF/ON.

Note : On the Black and White machines verify that the NVRAM is bad by swapping a good NVRAM from another machine in the same product family. This will save significant time and expense in getting back the machine in working condition.

bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code 0x0000999a .
5. Abort code 0x00f00b00 .
6. Not printing.
7. Machine rebooting every few minutes.
8. Screen freezing in Konica Minolta logo.
9. Keep losing machine settings when power OFF.

bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

Note : First try to flash the machine to the latest firmware before swapping the NVRAM because the firmware fixes many of the following symptoms:

1. Screen freeze in Konica Minolta logo.
2. Fax unit locking up theMFP or not recognized.
3. C-E084 error code.
4. Cannot PING the MFP.
5. C-D203 error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002 error code.
9. Scan to E-mail or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C-284x error code.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

bizhub 600/750
Common symptoms when NVRAM replacement may be necessary:
1. Screen freeze in Konica Minolta logo.
2. Cannot recognize document feeder.
3. Error code SC2203 .

7145/7255
Common symptoms when NVRAM replacement may be necessary:
1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01 .

Ordering Procedures
Call the SSD Hotline at 800-825-5664, to open a Problem Ticket.
IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated.If a request is received without an established problem ticket number the request will be denied.
The NVRAM can be ordered via the Online Technical & Special Program order form located within MyKonicaMinolta.com:
1. Login to MKM.com.
2. Select the Service tab.
3. Select Warranty, Repair, & Special Programs (menu at left side of screen).
4. Click on Warranty Services & Technical/FOC Programs (in center of screen).
5. Select NVRAM/BRU Replacement Program.

Updates/Status
Call Logistics at 201-934-5339.
Notes :
a. Refer to the attached RA formand Bulletin Number 5783 for more detail.The bulletin may be a bit out-of-date concerning actual ordering procedures and applicable models.
b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Cesar Jimenez and Ed Bellone, Production Print/SSD

Solution ID TAUS0656768EN* **Solution Usage** 49

Description
What Konica Minolta printer drivers will come bundled with Microsoft® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

Solution
Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners.
For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:
"The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."
Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.
Notes :
1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

Solution ID TAUS0701604EN* **Solution Usage** 39

Description
NVRAM/BRU replacement form.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution

The online NVRAM/BRU Replacement RA/Claim formis referencedin attached Bulletin Number 5783.
Notes :
1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACEA NVRAM/BRU ORDER ONLINE. All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0801227EN* **Solution Usage** 19

Description

NVRAM replacement.

Solution

For NVRAM replacement, please follow these instructions:
CAUTION : Once a NVRAM is installed in an MFP and the MFP is powered up, the NVRAM is no longer useful for any other MFP. As a general rule, swapping a NVRAM between different MFPs is not allowed. NEVER replace a NVRAM from a different model or from any model with a different firmware version.

bizhub C650/C550/C451/C353/C253/C203
To replace a NVRAM;
1. Install new NVRAM in the MFP.
2. Power ON the MFP.
Note : When installing new NVRAM and turning on MFP first time, NVRAM is initialized according to the model/firmware version of the MFP in which the NVRAM is installed. While initializing, a hourglass screen is displayed for about 90 seconds. Do not power OFF the MFP while the hourglass screen is indicated.
3.Make following setting correctly in Service Mode.

System1 => Marketing Area
System2 => HDD
System2 => Option Board Status
System2 => Image Controller Setting
System2 => Software Switch Setting (required for bizhub product only)
* Switch Numbe 10
* Hex Assignment: 02
4.Power OFF/ON the MFP.
5.Do the setup procedure instructed in the Installation Manual.
Please refer to attached documentation for details.

7145/Di451
Please refer to attached documentation fordetails.

bizhub 500/420/360
Please refer to attached documentation fordetails.

7165/7155/Di650/Di551
Please refer to attached documentation fordetails.

7272/7255/Di7210/Di5510
Please refer to attached documentation fordetails.

bizhub 750/600
Please refer to attached documentation fordetails.
Note : To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800962EN* **Solution Usage** 18

Description

SERVER CONNECT ERROR message and unable to scan to E-mail viaMicrosoft® Exchange Server 2003 and 2007.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution

CAUSE: An exception for the printer was not added to the Microsoft® Exchange Server.

SOLUTION: Have theserver Administrator add an exception for the printer to the Exchange exceptions list.
1. Open the Control panel and select Windows Firewall.
2. Select Exceptions and Add Port.
3. Add a name and Port number.
4. Click on Change Scope.
5. Select Custom List and add the IP address for the exception.

SPECIAL NOTE: Solution contribution by Mark D'Attilio, Production Print/SSD, SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0801706EN* **Solution Usage** 7

Description

Paper Test requirements.

Solution

For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the ticket is transferred to ESS.

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified byESS before the test to communicate the charges.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0606924EN* **Solution Usage** 5

Description

How to copy/print onto envelopes.

Solution

Konica Minolta does not recommend copying/printing onto envelopes, asthe MFPwas not designed to run envelopes. Additionally, envelopes do not meet the standards set for paper specifications. Their multi-layer make-up, adhesive, and odd size make it unreliable and potently damaging to the MFP.
The following special paper is recommended:

Transparency film
Labels
Hole punch
Rag content
Note : These special papers must only be fed from the multi-sheet bypass tray.

Solution ID TAUS0703268EN* **Solution Usage** 4

Description

ISW error codes list.

Solution

ISWERROR CODES

Error Code

Description

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Action

01

There is an error in the command to ISW processing unit.

Program is not executing normally. Restart from power ON and re-execute the ISW.

1F

A program error is detected.

Program is not executing normally. Restart from power ON and re-execute the ISW.

41

Input data format error

Check the ISW transfer data file.

42

Invalid machine name input data

Check the ISW transfer data file.

43

Invalid board name input data

Check the ISW transfer data file.

81

Input device error such as input timeout.

Check that the communication cable between input devices (PC or ISW Tool) is properly connected.

C1

Failed to erase flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

C2

Failed to write flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

Error Code

Description

Action

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

C3

ROM checksum error. (during ISW to image control board)

The checksum result after program writing does not match the ROM checksum data of the ISW transfer data file. Restart from ISW. If the error persists, the ISW transfer data file may not be created correctly.

C4

Output device error such as output timeout

An error was detected in the ISW board targeted at that time. Check the ISW board.

E1

Failed to erase flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM may have expired. Replace the targeted control board.

E2

Failed to write flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM may have expired. Replace the targeted control board.

E3

Communication error between image control board, printer control board, and FNS control board (during ISW to printer control board and FNS control board)

Check the I/F between the image control board and printer control board, or I/F between the printer control board and FNS control board.

Error Code

Description

Action

F80-11

Printer Control ISW not written

Perform ISW data install

F80-21

VIF Control ISW not written

Perform ISW data install

F80-30

ISW time-out

Perform ISW data install

F80-31

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

ISW data error

Perform ISW data install

F80-32

ISW write error

Perform ISW data install

F80-40

FNS ISW not written

Perform ISW data install

F80-41

ZU ISW not written

Perform ISW data install
Note : Please refer to attached Error Codes list. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801272EN* **Solution Usage** 4

Description

Support for Account track, Secure print, and User authentication from Unix/Linux environments.

Solution

Konica Minolta does not support Account track, Secure print, and User authentication from Unix/Linux environments at this time.
The availability of these options for Unix/Linux environments is being considered for future development.
Please attachticket to this solution and provide the following information;
1. Product model number(s).
2. Now many products placed or being considered for placement.
3.What "flavor" and version of Unix/Linux operating system.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0900739EN* **Solution Usage** 4

Description

How to load a 64-bit driver on a 32-bit Server system (Microsoft® Windows 2003 Server/Vista™).

Solution

Please follow this step-by-step procedure and refer to the attached video.
1. Load the 64-bit driver on the client.
2. Load the 32-bit driver on the server and share it out.
Note : If you receive a pop-up indicating “COPY ERROR”, setup cannot copy this file. Example: KOZJA_.PP_. This could possibly be a file path length limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.
3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.
4. Double-click on the shared out printer.
5. Select printer and then properties.
6. Select the Sharing tab and click on the additional drivers box.
7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.
8. Select OK and the 64-bit driver should be pushed up to the server.
9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.
Notes :
a.This was tested on like versions of 32-bit and 64-bit drivers.
b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0601745EN* **Solution Usage** 3

Description

What is the capacity of the hard drive (HD-105)?

Solution

The capacity of the MFP optional HDD is 20GB.
Note :The HD-105 (Item #950556) is a standard drive, yet it is highly recomended that it be ordered from Konica Minolta.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0603169EN* **Solution Usage** 3

Description

Can NCR PAPER® be used as copy paper?

Solution

NCRPAPER® has only been approved for use in the bizhub PRO C500/920/1050.
Konica Minoltarecommends an NCR PAPER® named Xero/Form® II fromAppleton Papers in Wisconsin. Xero/Form® II is a vegetable-based product that works extremely well.
Note : For the bizhub PRO C500 and 920, refer to Bulletin #5349 . For the bizhub PRO 1050 series see Marketing Bulletin #05-GB-014 .
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0615546EN* **Solution Usage** 3

Description

How to disable auto T/S corona electrode cleaning.

Solution

To disable auto transfer/separation electrode cleaning, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software switch setting] on the touchscreen.
4. Scroll to software switch 2-4 or 3-4using the arrow keys.
5. Set 2-4 to 1 (OFF) for the 7055/7065. Set 3-4 to 1 (OFF) for the 7075/7085/Force75/Force85, 7155/7165/7255/7272/Force65, Di551/Di650, Di750/Di850 and Di5510/Di7210.
6. Power the copier OFF/ON to exit the 25 mode.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0615561EN* **Solution Usage** 3

Description

How to disable auto charge electrode cleaning.

Solution

To disable auto charge electrode cleaning, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software switch setting] on the touchscreen.
4. Scroll to software switch 2-3 using the arrow keys.
5. Set 2-3 to 1 (OFF) for the 7055/7065.Set 3-3 to 1 (OFF) for the 7075/7085/Force75/Force85, 7155/7165/7255/7272/Force65, Di551/Di650, Di750/Di850 and Di5510/Di7210.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0619462EN* **Solution Usage** 3

Description

What is the recommended tab paper?

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution

The recommended tab paper is made by Avery® and the product number is 7103. Series 7100 is 90lb white index and is 9x11.

Solution ID TAUS0626073EN* **Solution Usage** 3

Description

How to set up the main body NIC TCP/IP address.

Solution

To program the main body NIC TCP/IP address, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys and power the unit ON) or hold the P key down until the message 'Enter 4-digit Password To Change' is displayed.
Note : The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start Print button.
3. Select [1] (Software SW setting).
4. Using the left arrow, scroll until 22 is displayed.
5. Ensure 22-00 is displayed and then press ON.
Note : SW22-00 must be on to enable the TCP/IP address setting for theinternal NIC.
6. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
7. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch [1] System Initial Setting.
8. Select [3] TCP/IP address Setting.
9. Enter the TCP/IP address, Subnet Mask, Gateway and press OK.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0627763EN* **Solution Usage** 3

Description

Vellum paper specifications.

Solution

Vellum paper is outside of the special paper specifications of the machine therefore specific paper specification can not be provided. The paper may run though the machine, however Konica Minolta does not support a particular brand of vellum paper.
Note : Vellum paper has tendencies to hold a static charge causing the paper to have transfer problems with possible premature wearing of the drum. This paper, in some cases is coated, and could possibly lead to premature wearing of the fuser rollers or leave marks on the copies.

Solution ID TAUS0701618EN* **Solution Usage** 2

Description

PostScript printer driver for Microsoft® Windows Vista™.

Solution

The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us), Support & Drivers tab, or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
Note : Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0616012EN* **Solution Usage** 1

Description

How to change or delete a programmed user in conjunction with the Scan to E-mail, HDD or FTP features.

Solution

To change or delete a previously programmed user in conjunction with the Scan to E-mail, HDD or FTP features, perform the following:
1. Press the HELP key.
2. Press KEY OPERATOR MODE as indicated on the touchscreen.
3. Press the DOWN arrow one time.
4. Select [19] (Scan transmission setting).
5. Select E-Mail, HDD or FTP on the touchscreen.
6. Select CHANGE to change the address or select DELETE to delete the address.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7. Press OK and then RETURN to return to normal operating mode.

Solution ID TAUS0634392EN* **Solution Usage** 1

Description
How to clear a fuser service code (SC 34-xx, SC 35-xx, SC 36-xx).

Solution
Using the 25 mode, softswitch 3, bit 1 must be changed back to 0 (off). To do this, perform the following steps:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the Utility button down until the message "Enter 4-digit Password To Change" is displayed. (CF-5001 uses the P key instead of a Utility key).
Note : The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start (Print) button.
3. Press [1: Software SW setting] on the touchscreen.
4. Press the left up-arrow, which is displayed on the touchscreen, twice. The number displayed above the up-arrow will change to 03.
5. Select the bit number of switch 1, using the right up-arrow. 03-1 will be displayed.
6. Press the [OFF (0)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.
Note : Please see the Service Manual for details.

Solution ID TAUS0641756EN* **Solution Usage** 1

Description
Is a finisher required to print to the MFP?

Solution
Afinisher is not required to be installed on the printer.

Solution ID TAUS0657982EN* **Solution Usage** 1

Description
What is the part number for the complete developing unit?

Solution
Developing unit(p/n 4024-1024-01 for 7155/7165/Di551/Di650 andp/n 4396-1010-01for 7255/7272/Di5510/Di7210).
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0702779EN* **Solution Usage** 1

Description
After ARPing LinkCom™ III, the LAN light still flashes and is not seen in PrintGuide™.

Solution
CAUSE: Incorrect procedure.

SOLUTION: After ARPing the LinkCom™ box, PING the TCP/IP address in order to activate the ARP. The light will go solid and it will be seen in PrintGuide™.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0629188EN* **Solution Usage** 0

Description
Can tab paper be 3/2 hole punched?

Solution
Tab paper cannot be punched. This is a machine limitation. Please refer to Paper information pg 4-12 of the User Manual for more detail.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0645619EN* **Solution Usage** 0

Description
How to put the document feeder (EDH. RADF) into test mode.

Solution
The 47 mode can be used to check the sensors and motors. Code 060 has several tests for the document feeders:

DF-313

DF-316

DF-317

DF-322

EDH-2

EDH-4

EDH-5

EDH-7
Note : Please see the attached Field Service Manual pagesfor details. To view the separate manual pages Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Toaccess thefile(s), WinZip® must be installed. WinZip® can be downloaded from the WinZip® website at http://www.winzip.com/ddchomea.htm .

Solution ID TAUS0657842EN* **Solution Usage**

Description
F80-10 failure code.

Solution
CAUSE: A replacement FSCB (Finisher Control Board) was just installed and the firmware was not updated.

SOLUTION: Please update the firmware to the latest version for the FN-10/FS-110/FS-210. Click on the following link(s) when logged into My Konica Minolta to locate the latest firmware.
FN-10 -
http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=332&filetypeid=1
FS-110 -
http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=389&filetypeid=1
FS-210 -
http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=388&filetypeid=1

Solution ID TAUS0700401EN* **Solution Usage**

Description
E46-25 service code.

Solution
CAUSE: An AOC/AGC error. An internal failure of the A/D Converter board which is part of the CCD Assembly.

SOLUTION: Check that the:
1. Light blocking cover and lens cover are notremoved from the scanner section. The CCD lens needs to be unblocked. Also check the position of the scanner mirrors.
2. A/D converter board connector is not disconnected. Check all of the connections on the CCD Assembly.
3. Power cable of A/D converter board is not disconnected on the CCD assembly.
4. IC protector on the A/D converter board is not OPEN. ICPs are labeled on the board and should check the same as any fuse. Lack of continuity indicates a failure.
5.Exposure lamp intensity is not excessive. May be the sign of a failing inverter board and exposure lamp.
6. Exposure lamp does not light. Failed lamp or inverter board. If the lamp and lens are unblocked and the exposure lamp illuminates properly, replace the CCD assembly (p/n 4396-1238-01).
Note : The A/D Board is part of the CCD Assembly.

Solution ID TAUS0701097EN* **Solution Usage**

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Description

PLEASE WAIT OPERATING message is continually displayed at power up.

Solution

CAUSE: Failed Scanner Driver Board Assembly.

SOLUTION: Replace the Scanner Driver Board Assembly (p/n 56AA-9091).

Solution ID TAUS0701136GE* **Solution Usage**

Description

Are Citrix© certified drivers available?

Solution

Citrix© certified drivers are not available.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0702337EN* **Solution Usage**

Description

SC29-01 on start up.

Solution

CAUSE:A dirty or failed TCSB (Toner Control Sensor Board).

SOLUTION: Please check to see if the sensor is dirty. Clean with compressed air or blower brush. Wipe with a clean cotton cloth. If issue is unresolved, replace the TCSB (p/n 4021017-01).

Solution ID TAUS0702534EN* **Solution Usage**

Description

How to install a printer using LPR (IP Printing) under Macintosh® OS9.

Solution

Please perform the procedures mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0702581EN* **Solution Usage**

Description

ICP list.

Solution

Please review the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

---

Solution ID TAUS0702661EN* **Solution Usage**

Description

Unable to transfer address book information to the MFP.

Solution

CAUSE: TheUser ID and password to accessthe Address Book Utilityare required so that E-mail accounts can be added to the MFP.

SOLUTION: The User ID is"EKC" and the passwordis "00000000" (do not include quotation marks, please).
If not working, make sure network connection is properly made.It must be attached to the MFPand not to the controller.
See attached PageScope Address Book Utility User Manual, page 4-12,for details regarding the setup and configuration of the ABU utility.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

---

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0702889EN* **Solution Usage**

Description

Printing to a printer on a Microsoft® Windows XP PC from a Macintosh® OS version 10.3.

Solution

Please perfrom the step-by-step procedures mentioned in the attached PDF.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703276EN* **Solution Usage**

Description

Hard Disk Drive image extracting tool (archive job visualizer).

Solution

The format to save image dataon a main body HDD has been changed forintegrated machines (bizhub PRO 1050/1050P and bizhub PRO 920). Image datafor conventional models cannot be migrated over to integrated machines and vice versa. Due to this problem, there is a tool to covert image data on a HDD to data which can be handled on the PC.
By connecting the built-in HDD in the main body to a PC and performing the batch process with this tool (attached), compressed image data on the HDDis converted to TIF files which can be handled on a PC.
Note : This toolis also available via the Konica Minolta Download Selector (search for 'jv100'). Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703434EN* **Solution Usage**

Description

How to enable/disable auto tray switching.

Solution

To enable/disable auto tray switching, perform the following:
1. Press the HELP key.
2. Touch [KEY OPERATOR MODE] on the touchscreen.
3. Press the [down-arrow] located on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the [down-arrow] located on the lower left corner of the touchscreen.
6. Touch the [down-arrow] located on the right side of the touchscreen until [9 Automatic tray switching] is highlighted.
7. Repeatedly, touch [Change Setting Contents] on the touchscreen until the desired setting of ON or OFF is highlighted.
8. Touch [RETURN] on the touchscreen.
9. Touch [RETURN] on the touchscreen.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0703524EN* **Solution Usage**

Description

How to enable/disable printer automatic centering correction.

Solution

To enable/disable printer automatic centering correction, perform the following:
1. Access the 25 mode by holding the [P] button down until the message 'Enter 4-digit Password To Change' is displayed on the touchscreen.
Note : The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the START key.
3. Touch [3 2-5 mode] on the touchscreen.
4. Touch [1 Software SW setting] on the touchscreen.
5. Repeatedly touch the left up-arrow until 12 is displayed on the touchscreen.
6. Repeatedly touch the right up-arrow until 3 is displayed on the touchscreen.
7. Touch [OFF (0)] on the touchscreen to enable printer automatic centering correction or [ON (1)] to disable printer automatic centering correction.
8. Touch [RETURN] on the touchscreen.
9. Touch [MODE CHANGE] on the touchscreen.
10. Touch [EXIT] on the touchscreen.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0800242EN* **Solution Usage**

Description

How to include the proof copy set within the set copy quantity.

Solution

To include the proof copy set within the set copy quantity, perform the following:
1. Access the 25 mode (while holding down the 2 and 5 keys, power the machine ON).
2. Touch [1 Software SW setting] on the touchscreen.
3. Scroll to switch 29-3.
4. Touch [OFF (1)] on the touchscreen.
5. Touch [RETURN] on the touchscreen.
6. Power the machine OFF/ON to exit the 25 mode.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0800433EN* **Solution Usage**

Description

IsMagneCote® paper or magnetic backed paper supported?

Solution

MagneCote® paperor magnetic backed paper is not supported.
SPECIAL NOTE : Solution contribution by Marge McLea, ProductionCustomer Support/SSD

Solution ID TAUS0800671EN* **Solution Usage**

Description

Part number for the finisher wiring harness leading up to the exit sensor (PS706).

Solution

Modified FNS Wiring/1 (p/n 13QE90013F) and Wiring (p/n 15JKN12500)are designed to prevent breakage.
Note : Wiring harness change affects all finishers of the listed models. Please refer to attached Bulletin Number 5700 for the affected finishers.

FN-6
FN-9
FN-10
FN-112
FN-120
FN-121
FS-110F
FS-115
FS-210
FS-215
FS-513
FS-606
PK-2
Cover Inserter B
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0800772EN* **Solution Usage**

Description

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Part number for Tray 3 driving motor.

Solution

Driving motor for Tray 3 (p/n 56AA80030).
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0801261EN* **Solution Usage**

Description

Serial number and meter reading location.

Solution

Serial Number : Open left front door. UPC label is on the inside frame (near knob F).
Meter : Open left front door located in upper left corner (black patch may cover meter)
Note : Please see attachment.
SPECIAL NOTE: Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801556EN* **Solution Usage**

Description

Is eCopy supported?

Solution

eCopy is not supported for these models.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0802502EN* **Solution Usage**

Description

FN-121 finishers are not available, is the FS-110 compatible?

Solution

The FS-110 finisher can be used with the Di-5510 as long as the FN-121 firmware is installed. The only difference noted will be the color of the covers from digital green to over all gray. Also there were some enhancements for noise reduction. None of which should effect performance.

Note: The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE: Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0808365EN* **Solution Usage**

Description

Does the PCL driver support tab printing?

Solution

The PCL driver does not support tab printing. The PostScript Visual driver must be used for tab printing.

Solution ID TAUS0900083EN* **Solution Usage**

Description

How to default the opening scan size of a scanned document from Adobe® Acrobat® 9.

Solution

To default the opening scan size of a scanned document via Adobe® Acrobat® 9 perform the following:
1.Open a PDF.
2.Select Edit and then Preferences.
3.Click on Zoom to scroll and select the desired opening size.
SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ian Lynch, Production Print/SSD

Solution ID TAUS0900745EN* **Solution Usage**

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Description

How to view the meter reading on the operation panel.

Solution

Here is a list of some of the legacy black and white models. Follow the procedure to view the meter reading on the operation panel.

KONICA

7020

PRESS 123 ON THE LEFT SIDE

7022

7030

7130

7035

7145

PRESS * KEY

7033

PRESS P 1 START

7040

7045

7060

7065

7155

PRESS P

7165

7255

7272

7075

7085 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0901466EN* **Solution Usage**

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Description

What is the recommended MD5 checker?

Solution

Therecommended MD5 checker is HkSFV (download attached file).
HkSFV uses CRC-32 and MD5 technology to validate the integrity of files that you have downloaded or moved through a potentially unstable medium (burnt to CD, transferred over the Internet/LAN). HkSFV can verify your files in seconds and is compatible with Win-SFV and md5sum.
HkSFV is the simple, easy and most automatic application to create or check SFV and MD5 files.
What is an SFV?
An SFV file is a tiny list of files and CRCs, which allow you to check to see if the files you have downloaded are exactly what you are expecting. The CRC algorithm used in SFV files allows you to see if the file you have has been changed, even a single byte, since the SFV file was created.
What is an MD5?
MD5 did not exist until somewhat recently, as md5sum is a popular UNIX format similar to SFV and UNIX does not use file extensions the way Microsoft® Windows-based systems do. MD5 uses the md5 algorithm to computechecksums, rather than the CRC-32method used by SFV. The md5 algorithm is almost as fast as CRC-32, but it is much more accurate at detecting changes in files.
Some key features of HkSFV:

Easy installation and automatic uninstallation (leaves no trace in the registry, even goes one step further than most programs and restores previous file associations when you remove it)
One-click creation and checking of SFVs and MD5s
Flawless & smooth upgrading to new versions (simply install the new version)
Automatic association with SFV files, and an option to fix file association when other programs steal it
Handles SFV and MD5 files from any other program invisibly (including files created on *NIX)
Database/cache of previously checked files
Batch SFV and MD5 checking - queue up and check many SFVs and MD5s in one pass, specify a directory and check all the SFVs and MD5s in that directory (including subdirectories, if you want)
Automatically find renamed files while checking SFV or MD5 files
Enqueue SFVs or MD5s during file verification
Recursive directory support during creation and verification
Supports creation of .bad and .missing files, or deleting failed files
Drag-and-drop SFV or MD5 file or directory to create/check SFV or MD5
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255 Original jam, no-feed, multi-feed, folding, tearing, skewing, curling

Solution ID TAUS0654164EN* **Solution Usage** 1

Description

DF-316/DF-322/EDH-4/EDH-7, J 62-04 original jamwhen making double-sided copies through the document feeder.

Solution

CAUSE: Burr on guide plate or Conveyance Guide Spring 'B' is missing.

SOLUTION:Check all guide plates for burrs and file them untilsmooth.If necessary, replace Conveyance Guide Spring 'B' (p/n 13QA40490 for 7155/7165/7155/7272 andp/n 4024-2247-01 for Di551/Di650/Di5510/Di7210).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Charles Kris, KMBS/Tampa

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0801765EN* **Solution Usage** 8

Description
FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution
CAUSE:Static build-up onalignment plate which causes the first page to stick.

SOLUTION:Wipe affected are with anti-static compound (Brillianize®, Pledge®, dryer sheet, etc.).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0622424EN* **Solution Usage** 5

Description
J73-01 at power up or intermittently during operation.

Solution
CAUSE: Broken wire leading to PS706 (main paper tray exit).

SOLUTION: To check the state of PS706, perform the following:
1. Access the 47 multimode (power the copier OFF/ON, while simultaneously holding the 4 and the 7 keys), input code 76, press P-05-P.
2. The display panel should read (L).
3. If the display panel reads (H), remove the connector from PS706 and CN11 from the FNCB and ohm the wiring from CN11-1, CN11-4 and CN11-7 to PS706.
4.If necessary, replace the wiring harness with the modified FNS Wiring/1 (p/n 13QE90013F) and Wiring (p/n 15JKN12500) whichare designed to prevent breakage.
Note : Wiring harness change affects all finishers of the listed models. Please refer to attached Bulletin Number 5700 for the affected finishers.

FN-6
FN-9
FN-10
FN-112
FN-120
FN-121
FS-110F
FS-115
FS-210
FS-215
FS-513
FS-606
PK-2
Cover Inserter B
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0802427EN* **Solution Usage**

Description
J72-29 intermittently.

Solution
CAUSE: Finisher wiring harness failure to PS706.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

SOLUTION: Replace the wiring harness with the modified FNS Wiring/1 (p/n 13QE90013F) and Wiring (p/n 15JKN12500) whichare designed to prevent breakage.
Note : Wiring harness change affects all finishers of the listed models. Please refer to attached Bulletin Number 5700 for the affected finishers.

FN-6
FN-9
FN-10
FN-112
FN-120
FN-121
FS-110F
FS-115
FS-210
FS-215
FS-513
FS-606
PK-2
Cover Inserter B
To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0802714EN* **Solution Usage**

Description
J11-02 when copying from Tray 1.

Solution
CAUSE: The printer Regist Loop adjustmentsetting.

SOLUTION:Vary the printer Regist Loop adjustmentbetween1and5:
1. Enter the 36 mode.
2. Select #5 for Printer Regist Loop Adj. and vary the number between 1 to 5 for the best result.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0800366EN* **Solution Usage** 3

Description
When printing from Microsoft® Publisher andperforming a mail merge, thecopiesare all stapled together.

Solution
CAUSE: This is a known anomaly with Microsoft® applications.

SOLUTION: Please read the attached Microsoft® articleregarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0701267EN* **Solution Usage** 2

Description
When loading ISWTrns on Microsoft® Vista™, USB is not available under Settings.

Solution
CAUSE: Earlier ISWTrns version is being used.

SOLUTION: The USB feature is available in ISWTrns utility version 3.74E and newer.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0800601EN* **Solution Usage** 1

Description
When printing from Microsoft® Office Excel using authentication and printng several spreadsheets within the same document, the authentication dialog box pops up for each spreadsheet page.

Solution
CAUSE: Improper selection in the printer driver.

SOLUTION: Select PRINT ENTIRE WORKGROUP in the application dialog box.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801980EN* **Solution Usage**

Description
"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

Solution
CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minoltadrivers.The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0802412EN* **Solution Usage**

Description
Slow printing issue when utilizing Macintosh® OS 10.4.x.

Solution
CAUSE: Issue with the CUPS daemon configuration file on Macintosh® OS 10.4.x. being corrupt.

SOLUTION: The old CUPS daemon configuration file must be deleted and a new one created. Please see the attached document for instruction on how to

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

remove and re-create the daemon configuration file.
SPECIAL NOTE : Solution contribution by Tim Blevins - KMBS/Cleveland

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0613434EN* **Solution Usage** 40

Description
SC90-01 at power up.

Solution
PROBABLE CAUSES:
1.Failure of the ADU drive board due to a short. An ICP on the ADU boardmay beOPEN.
Note : Service code may have occurred after a jam in the ADU.
Please:

Check ICPs on the ADUDB. It is possible thatone is OPEN.

Inspect the wiring harness, solenoids, fans and motors in the ADU section.

Check 24V DC outputs on the ADUDB to isolate a short to ground/pinched wire.

Replace the ADU DB if necessary.
Note : ICPsare not a replaceable part. It is not a fuse; it is a semiconductor device (like a transistor or diode).
WARNING : DO NOT ATTEMPT TO SHORTACROSS ANICP .

MODELADU DB PART NUMBER
7075/FORCE 75 55VA-9071
7085 56GA-9070
7155 56EA-9040
7165 56AA-9040
7255/7272 56QA-9040
Di5510/Di7210 4396-1282-01
Di551 4026-1006-01
Di650 4024-2892-01
Di750 4014-4065-01
Di850 4027-1412-01

2. The connection at the rear of the ADU tray has loosened and is not making a proper connection. Inspect the wiring harnesses in the ADU section. Reseatany connections of the ADU umbilical wiring harness on the ADU tray and at the rear of the machine below the fixing unit. Verify proper operation.

Solution ID TAUS0622313EN* **Solution Usage** 14

Description
ISW DATA ERROR 41 when attempting to flash the firmware.

Solution
CAUSE: A printer is attached to LPT1 preventing the ISW utility from sending the file to LPT1.

SOLUTION: Remove the printer (or other device) that is attached to LPT1.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0641696EN* **Solution Usage** 5

Description
SC 46-08.

Solution
PROBABLE CAUSES:
1. Incorrect firmware.
Re-flash the copier and verify that all of the firmware components are properly indicated.
Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. Poor connection between the Image Control Board and Printer Control Board.
Reseat the connection between the ICB and the PRCB.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

3. Print head (write unit) failure.
Replace the print head (p/n 4396-1239-01).

4. Image Control Board failure.
Replace the ICB (p/n 4396-1278-01).

5. Printer Control Board failure.
Replace the Printer Control Board (p/n 56QA-9020).

Note: Do not use used boards from either machine 7255 or 7272. The boards are the same part numbers however once used onone machine they are not transferable to the other.

Solution ID TAUS0624953EN* **Solution Usage** 4

Description
No power, except that the timer light is blinking.

Solution
CAUSE: A problem with thefirmware.

SOLUTION: Shut down the MFP. When power is reapplied, theLCDwill be blank and the "Timer" light will be blinking. Even though the LCD is blank, start the "Image" program download.
Note : As soon as the program starts downloading the "Energy Saver" light will start blinking. This indicates the download has started. It may take up to 1 minute for the progress bar to start moving. Once the download is complete theMFP will immediately and automatically showa normal LCD. Do not abort the process.

Solution ID TAUS0700709EN* **Solution Usage** 4

Description
J93-01 when duplexing.

Solution
PROBABLE CAUSES:
1. The conveyance driving gear has become worn/damaged resulting in loss or partial loss of drive to the ADU conveyance section.
Replace the conveyance driving gear (p/n 56AA77400 for 7155/7165; p/n 56QA77400 for 7255/7272) located behind the conveyance motor (M5) on the ADU.

2.The conveyance drive pulley gearis worn to the point where it causes slipping in the duplexing unit.A slight noise was audible when the slippage was occurring.
Replace the conveyance drive pulley gear (p/n 56AA76540 for 7155/7165; p/n 56QA76540 for 7255/7272).
SPECIAL NOTE : Solution contribution by Bob Moeller/Greg Lantowski, Production Print/SSD and Tom Kelly, Workgroup/SSD

Solution ID TAUS0702457EN* **Solution Usage** 4

Description
IntermittentSC52-01 andpossibly a squealing noise.

Solution
CAUSE: The DCPS/1 has failed. The noise that is being heard, in combination with the service code, is caused by a failed cooling fan in the DC Power Supply (DCPS). The fan is located on the right side of the power supply housing.

SOLUTION: Replace DCPS/1 (p/n 56AA84512).
Note :The cooling fan is not available as a separate part. It is a standard box-type fan found in many computers. A replacement can probably be found online or ata local computer store.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0629488EN* **Solution Usage** 3

Description
SC46-01 and/or SC46-08 at power up.

Solution
PROBABLE CAUSES:
1.A poor connection exists on the image CB and/or the main CB, or the write unit has failed.
Reseat all connectors on the image CB and main CB. Replace the write unit(p/n4396-1239-01 for Di5510/Di7210/7255/7272, p/n 4024-2052-01 for Di650/7165 and p/n 4024-2050-01 for Di551/7155) if necessary.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

2. LD1 or LD2 has failed and the image generated by the laser is not being output on the test pages. This results in only half of the test pattern being printed in test mode. Generate a test page in the 36 mode, Test Pattern Output mode. Enter a data of 5 which will print out a pattern for LD1 and LD2. The write unit may have failed.
Replace the write unit(p/n4396-1239-01 for Di5510/Di7210/7255/7272, p/n 4024-2052-01 for Di650/7165 and p/n 4024-2050-01 for Di551/7155) if necessary.

3.DF/E-RDH memory has failed.
Confirm by removing and/or replacing the defective memory.
Note : The standard memory of the main body E-RDH is 64MB. There is one additional slot for memory which can be expanded to a maximum of 576MB. Additional memory is installed on the image CB located at the rear of the unit.
Available Konica memory:
ITEM # ITEM DIMM
950631 MU-401 64MB
950632 MU-402 128MB
950588 MU-303 256MB
960334 MU-304 512MB
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0703785EN* **Solution Usage** 3

Description
Completes initialization, then powers down and trips the internalcircuit breaker.

Solution
CAUSE: Failed circuit breaker.

SOLUTION: Inspect the machine for shorts and if noneis found replace the circuit breaker (p/n 56AA88421for 7155/7165/7255/7272 and p/n 4024-2003-01 for Di551/Di650/Di5510/Di7210).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0627255EN* **Solution Usage** 2

Description
SC22-02 at power up.

Solution
CAUSE: Dirty or failed cleaner cooling fan (FM5).

SOLUTION: To check the operation of the cleaner cooling fan, perform the following:
1. Access the 47 mode, output code 42, P-08-P.
2. Press the START key; the cleaner cooling fanshould rotate. If the cleaner cooling fan fails to rotate remove, clean and reseat the connector to FM5.
Replace fan(p/n 56AA80540) as necessary.

Solution ID TAUS0630724EN* **Solution Usage** 2

Description
SC46-25 after power up.

Solution
PROBABLE CAUSES:
1. Failed SCDB or A/D conversion board.
First, verify proper operation of the SCDB and L1:
a. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), output code 000.
b. If the lamp does not come ON, measure the voltage on L1 INVB at CN630-1 and CN630-2 for 24V DC.
c. With the meter still at CN630-2, run the 47 mode, output code 000 and ensure that the signal drops to 0V DC.
d. If the signal stays at 0V DC, replace the SCDB (p/n 56AA-9091 for 7155/7165/Di551/Di650 or p/n 4024-2893-01 for 7255/7272/Di5510/Di7210).
Note : If the SCDB and L1 are operating properly, replace the CCD unit (p/n 56AA-6300 for 7155/7165/Di551/Di650 or p/n 4396-1238-01 for 7255/7272/Di5510/Di7210). This includes the A/D converter board which is not available as a separate part.

2. The exposure lamp is not lighting.
Note : The error may have been preceded by black images.
Observe the exposure lamp during initialization. If the lamp does not light, check for an open F1 fuse on the L1 inverter board located on the scanner frame. If the fuse is open, replace it with a fuse of the same rating. If the fuse is not open, carefully inspect the exposure lamp for any damage or discoloration which would indicate a defective lamp. If the lamp is suspected it should be replaced (p/n 56AA83010 for 7155/7165/Di551/Di650 or p/n 4024-2084-01 for 7255/7272/Di5510/Di7210).

3. A poor connection exists between the A/D converter board wiring harness connectors.
Note : Intermittently, half of the page from front-to-rear may have background.
Reseat the connector which plugs directly into the A/D converter board and the IMCB.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0643468EN* **Solution Usage** 2

Description
SC46-25 at power up, the exposure lamp remains illuminated continuously.

Solution
CAUSE: The image CB has failed.

SOLUTION: Reseat all connectors on the image CB as an initial step. Replace the image CB (p/n 56QA-9011) as necessary.
SPECIAL NOTE : Solution provided by Mike Berger -Eastern Copy Products.

Solution ID TAUS0649481EN* **Solution Usage** 2

Description
SC53-01 at start up.

Solution
CAUSE: SL2 (web solenoid) was not advancing the web properly, causing a build-up on the cleaning web. This build-up can prevent M4 (Fixing Motor) from turning properly.

SOLUTION: Check the position and operation of SL2. Test the solenoid in the 47 service mode, code 045, multi-mode 4. If the solenoid does not function every time the test is run, replace SL2.

Solution ID TAUS0702778EN* **Solution Usage** 2

Description
MFP is "locking up" and operating erratically.

Solution
CAUSE: The right side door is closing improperly. The hinges for the right side door have become damaged and malformed causing the door to close improperly.

SOLUTION: Replace the metal door hinges for the right side door, upper (p/n 4024-3127-01)and lower (p/n 4024-3129-01).
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0624977EN* **Solution Usage** 1

Description
DF-312/DF-322/EDH-4/EDH-7, SC46-12 error code. Code may be intermittent.

Solution
PROBABLE CAUSES:
1. Scanning is attempted with no original on the platen glass. This might be corrected by upgrading the firmware.
Place an original on the glass. Upgrade firmware to the latest level. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. Problem with the ICB (Image Control Board).
Please try re-flashing the machine and replace the ICB if necessary.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Model	Image Control Board Part Number
Di551/Di650	

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

4024-2057-01

Di5510/Di7210

4396-1135-01

7155/7165

56AA-9012

7255/7272

56QA-9010

Solution ID TAUS0627440EN* **Solution Usage** 1

Description
Cannot release the ADU carriage handle.

Solution
CAUSE: One or more of the front door switches or photosensorsdetects that a front door is not open. Both front doors must be open for the handle to be released.

SOLUTION: Perform diagnostics to check the state of the door switches and sensors. Use 47 mode, code 25-P04 (input) to check MS1 and MS2. With the doors open, the indication on the display should be H . If L is indicated, one or both of the switcheshas failed or is disconnected. Use diagnostic code 25, P-02 and P-03 (input) to check PS39 (Left Door Photosensor and PS38 (Right Door Photosensor). With the front doors open, the indication on the display should be H . If either is L , the respective sensor is not functioning correctly.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0628380EN* **Solution Usage** 1

Description
DF-322, the RADF becomes difficult to close when it is approximately 6 inches from the platen glass.

Solution
CAUSE: The slam prevention shock dampener has failed.

SOLUTION: Replacehinge/L with the modified one (p/n 14KA10033). See the attached file for the replacement procedure.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0641748EN* **Solution Usage** 1

Description
J32-04 during operation; jamming at the paper exit.

Solution
CAUSE: When the end user has a jam, and opens the ADU, the paper tears on the exit side creating damage to the mylars.

SOLUTION: Replace or trim the mylars (p/n 56AA48200 for 7155/7165/7255/7272and p/n 4024-3079-01 for Di551/Di650/Di5510/Di7210).
SPECIAL NOTE : Solution contribution by Jason 'Harold' McCoy, Komax Business Systems

Solution ID TAUS0651905EN* **Solution Usage** 1

Description
SC32-04 while copying, even after replacing all of the recommended parts in the Service Manual.

Solution
CAUSE: The SC32-04 service code represents a failure ofFM6to turn (Paper Exit/F fanmotor for the Di5510/Di7210/7255/7272 models only) or FM8 to turn(Main Body Cooling Fan/2 motor for the Di551/Di650/7155/7165 models).

SOLUTION: Replace the FM6or FM8 (p/n 26NA80511 for 7155/7165/7255/7272 and p/n 4014-2605-01 for the Di551/Di650/Di5510/Di7210).

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0800563EN* **Solution Usage** 1

Description
SC18-10 code.

Solution
CAUSE: Wire harnessfor Tray 1 Upper limit sensor (PS2) has awire pinched/shorted.

SOLUTION: Repair or replace harness wiring (p/n 56QA90060) to PS2 and tray interface to main body.
SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0800571EN* **Solution Usage** 1

Description
"Please Wait"message with a dim background on the display and the power save light is lit at startup.

Solution
CAUSE: The operation panel has failed.

SOLUTION: Replace the operation panel (p/n 56QA-7000).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0625207EN* **Solution Usage** 0

Description
SC46-99. When the front door is opened/closed the code goes awaybutwill reoccur.

Solution
CAUSE: This code is generated if the EDH memory module is not functioning or not connected properly.

SOLUTION: Try removing the optional memory and reseating it. This usually resolves the problem. If this fails to correct the issue, try removing the optional memory completely. If the code still will not clear, the ICB has failed and should be replaced (Image Control Board - p/n 4396-1278-01 for 7255/7272/Di5510/Di7210 ;p/n 56AA-9012 for 7155/7165 ; p/n 4024-2057-01 for Di551/Di650).

Solution ID TAUS0629420EN* **Solution Usage** 0

Description
Scanner unit is slamming against the left side of the machine frame when copying from the platen.

Solution
CAUSE: Failed SCB (scanner control board).

SOLUTION: Replace the SCB (p/n 56AA-9091).

Solution ID TAUS0641737EN* **Solution Usage** 0

Description
'This device does not support scanning function' error message when retrieving address book from MFP/Controller.

Solution
CAUSE: The engine address book was trying to download via thecontroller network port.

SOLUTION: To download or upload address book informationconnect to the engine network port. To configure TCP/IP address on the engine, perform the following:
1. Press HELP (?) to access Key Operator mode.
2. Press (1. System Initial)
3. Set engine's TCP/IP address, subnet mask and gateway.
4. Exit key operator mode.
5. Download the address book from the engine.

Solution ID TAUS0800363EN* **Solution Usage** 0

Description

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

The operation panel locks up upon exiting power saver mode.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: Please contact the SSD Hotline for instructions on how to acquire areplacement NVRAM.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0657664EN* **Solution Usage**

Description

SC21-06 at power up.

Solution

CAUSE: Failed ADU board.

SOLUTION: Replace the failed ADU board (p/n 56QA-9040).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703709EN* **Solution Usage**

Description

Incorrect document feeder registration. The image is shifted on copies about 1 to 1.5 inches.

Solution

CAUSE:The design of thedocument feederGuide assembly has been enhanced and the original style should be replaced.

SOLUTION: Replace the EDH Guide assembly (p/n 4024-3125-01). Please see the attached Bulletin Number 4416 for additional details.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0800800EN* **Solution Usage**

Description

SC23-03 at power up.

Solution

CAUSE: Binding in the drum carriage will slow or stop the proper rotation of the drum.

SOLUTION: Remove the drum carriage and ensure that a binding condition does not exist. Check the cleaning blade to ensure that it has not flipping which will add excessive pressure on the drum resulting in the code. Apply setting powder to the drum and replace the cleaning blade if it did flip.
Inspectthe charge corona to be sure that the springs holding the charge grid taut is not contacting the drum. This will create a false SC23-03 to display.Install the springs in the proper orientation.
SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD

Solution ID TAUS0801216EN* **Solution Usage**

Description

Auto reset does not function.

Solution

CAUSE: The machine firmware is corrupt.

SOLUTION: Re-flash the machine with the latest firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801497EN* **Solution Usage**

Description

Occasional light copies are output.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution

CAUSE: Failed Image Control Board.

SOLUTION: Re-flash the machine and replace the ICB if necessary.
Note : ICB part numbers are:
Di5510, Di7210, 7255, 7272 (p/n 4396-1278-01)
7155, 7165 (p/n 56AA-9017)
Di551, Di650 (p/n 4024-2057-01)
SPECIAL NOTE : Solution contribution by Chris Logston, Lincoln Office Equipment

---

Solution ID TAUS0801617EN* **Solution Usage**

Description

J32-03 when making single-sided and two-sided copies.

Solution

CAUSE: A screw is missing from the frame piece that supports the stopper plate in the ADU. If positioned improperly it can also affect the proper function of the PS42 reverse sensor.

SOLUTION: Replace the missing screw (p/n 9737-0304-13). Please see the attached documentation for the location of the missing screw. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0801634EN* **Solution Usage**

Description

E42-01 shortly after power ON.

Solution

CAUSE: Dirty or failed scanner cooling fan (FM9).

SOLUTION: To check the operation of the scanner cooling fan, perform the following:
1. Access the 47 mode, output code 42, P-01-P.
2. Press the START key. The scanner cooling fan (FM9) should rotate. If the scanner cooling fan fails to rotate, remove thenclean and reseat the connector to the scanner cooling fan. Also, reseat CN623 on the SCDB.
3.Replace the scanner cooling fan (p/n 56AA80550) as necessary.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0801735EN* **Solution Usage**

Description

Tray 1 and Tray 2 indicate 11x17 paper and cannot be programmed to 8.5x11.

Solution

CAUSE: Improper Soft switch setting of the machine.

SOLUTION: Please check Soft Switch 4, bit 3, and make sure it is set to 0.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0802420EN* **Solution Usage**

Description

FS-210, "Remove paper from bottom exit of the finisher" message and unable to make a copy.

Solution

CAUSE: Rear of Guide Plate Aisinstalled in the wrong position.

SOLUTION: Reposition Guide Plate A (p/n 13QJ44200) so that it is in the correct position.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0808054EN* **Solution Usage**

Description

“Front Door is Open, Please Close” message.

Solution

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

CAUSE: Possiblefailed ADU board (pages 111-112, Index 7 of the Di7210/Di5510/7272/7255 Parts Catalog).

SOLUTION:Check the door interlock switches in the 47 mode for proper operation and replace the ADU board (p/n 4396-1282-01) as necessary.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0900323EN* **Solution Usage**

Description

F18-40 error when loading more than 3 reams of paper in the LT-402.

Solution

CAUSE: Worn lift tray components.

SOLUTION: Check all of the cables, pulleys and capstans for wear.Thesecomponents could cause the drive system to bind.If the motor operates normally with less paper loaded in the tray, the lift tray components may be the cause. Please refer to attached Parts Manual pagesas areference ofparts location (yellow highlighted). To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0900370EN* **Solution Usage**

Description

Error 1 is displayedduring the gamma adjustment.The machine may also have a history of SC 29-04 codes.

Solution

CAUSE:Broken connector on the drum carriage after replacing the TCSB and developer.

SOLUTION:Replace the drum carriage (p/n 56QA -200 0).
SPECIAL NOTE : Solution contribution by Phil Bond, Albin Business Centers

---

Solution ID TAUS0900615EN* **Solution Usage**

Description

"Undefined" is displayed at power on.

Solution

CAUSE: Image Control Board and NVRAM failure.

SOLUTION: Replace the ICB (see p/n below) and the NVRAM.

Model	Image Control Board Part Number
Di551/Di650	4024-2057-01
Di5510/Di7210	4396-1135-01
7155/7165	56AA-9012
7255/7272	56QA-9010

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Note: Replacement of the NVRAM requires prior approval from SSD. Contact tech support for assistance.

Special note: Solution contributed by William Dawkin, KMBS/Pittsburgh, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

Solution ID TAUS0629372EN* **Solution Usage** 14

Description
DF322, image is shifted approximately 1.5 inches in the lead-to-trail direction, and performing the RADF restart timing has no effect.

Solution
CAUSE: The three Light Shield Sheets attached to the Platen Guide Part/Left (p/n 13QA41031) are worn or damaged.

SOLUTION: Replace the three Light Shield Sheets (p/n 13QA45291).

Solution ID TAUS0625954EN* **Solution Usage** 12

Description
Copier/Printer Product Specifications and System Configurator, 7255.

Solution
7255 Copier/Printer Product Specifications and System Configurator .
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0627248EN* **Solution Usage** 10

Description
How to isolate Tray 4.

Solution
To isolate Tray 4, perform the following:
1. Access the 25 mode.
2. Touch [Software SW setting] on the touchscreen.
3. Scroll to dipswitch 19-0.
4. Touch [ON (1)] on the touchscreen.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0627299EN* **Solution Usage** 7

Description
FS111M, can the PK120 (Item #960923) be installed in the FS111M (Item #960329) when configured with a 7255?

Solution
No, the FS111M finisher will not accept a PK120 punch unit. The PK120 punch unit can be installed in either an FS110M or FS210M finisher. The FS110M and FS210M finisher can be installed on the 7155, 7165, Force 65, 7255, or 7272.

Solution ID TAUS0628798EN* **Solution Usage** 7

Description
PK120, J72-43 when punching 1:2 or 2:2 copies only.

Solution
CAUSE: Improper EPROM firmware level installed on the PK120.

SOLUTION: Upgrade the PK120 EPROM firmware level to version 11 or higher. The EPROM file (PK120-11r.exe) can be downloaded from KoniNET and is listed under EPROMs for accessories.

Solution ID TAUS0642766EN* **Solution Usage** 7

Description
The LCD touchscreen is dim and can not be adjusted in the Key Operator Mode using the contrast panel adjustment.

Solution
CAUSE: The LCD indication board has failed.

SOLUTION: Reseat all LCD connectors and replace the indication board if needed (p/n 55VA87542).

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0626036EN* **Solution Usage** 6

Description
How to set the default network scanning resolution.

Solution
To set the default network scanning resolution, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds.
2. Enter the password 9272 and press the Start Print button.
3. Select [1 Software DIP SW].
4. Set the following software dipswitches to the value indicated:

	DIPSWITCHES	
RESOLUTION	19-6	19-7
400	0	0
600	1	0
200	0	1
300	1	1

5. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0626471EN* **Solution Usage** 6

Description
PK120A, PLEASE CANCEL PUNCH MODE OR CHANGE PAPER SIZE message when selecting 2-hole punch for 8.5x11R or 8.5x14 paper.

Solution
CAUSE: Improperly programmed software dipswitch settings.

SOLUTION: To input the proper software dipswitch settings, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW setting) on the touchscreen.
4. Use the up/down arrows and scroll to software dipswitches 22-1.
5. Touch [OFF (0)] on the touchscreen.
6. Use the up/down arrows and scroll to software dipswitches 22-2.
7. Touch [OFF (0)] on the touchscreen.
8. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0628173EN* **Solution Usage** 6

Description
SC46-01 at power up and the code will not clear.

Solution
CAUSE: Poor connection of the write unit wiring or a failed write unit.

SOLUTION: Confirm connection of write unit wiring. If problem is not resolved, replace the write unit (p/n 56QA-6500).

Solution ID TAUS0628806EN* **Solution Usage** 6

Description
PZ109, J72-45 when duplexing and punching.

Solution
CAUSE: The PZ unit needs a firmware upgrade and/or the dipswitches on the PZ board are set incorrectly.

SOLUTION: For the PZ109 to function on the model 7255, The PZ unit must have a firmware level of 40 or above. In addition, the dipswitches on the PZ control board must be set to the following: Dipswitches 1 & 2 set to ON, Dipswitches 3 &4 set to OFF.

Solution ID TAUS0639815EN* **Solution Usage** 6

Description
FS110M, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution
CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from a FS110/210 finisher or use the modified stapler position jig (p/n 13QEJG010).
Notes:
1. [[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf]] procedure.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0640217EN* **Solution Usage** 6

Description
Intermittent SC46-13.

Solution
CAUSE: Inadequate amount of memory installed in the main body E-RDH.

SOLUTION: Install additional memory in the E-RDH.
Note:
1. The standard memory of the main body E-RDH is 64MB. There is one additional slot for memory which can be expanded to a maximum of 576MB. Additional memory is installed on the image CB located at the rear of the unit.
2. Available Konica memory:

ITEM #	ITEM	DIMM
950631	MU-401	64MB
950632	MU-402	128MB
950588	MU-303	256MB
960334	MU-304	512MB

3. Other 256MB memory DIMM that can be used are as follows:
   a. Century Microelectronics, Inc.* (PC133/256MB/NON ECC), DTV6E8-CL3 (Hitachi)* [[http://www.century-micro.com| URL http://www.century-micro.com]]
   b. Melco Inc.* PC133/256MB/NON ECC, VS133-256M (Toshiba)* [[http://www.melcoinc.com/english/index.html| URL http://www.melcoinc.com/english/index.html]]

SPECIFICATIONS
1. 256MB (64bitx32M composition)/[16Mword x 8bit) synchronous DRAM x 16 + serial EPROM]/Clock frequency : (CL=2) 80 MHz and more/168-pin DIMM (a gold terminal).
2. Banks on each SDRAM Device (BA1, BA0): 4 Banks
3. Row Addresses: RA0-RA11
4. Column Addresses: CA0-CA9

* Trademark ownership information

Solution ID TAUS0628748EN* **Solution Usage** 5

Description
Intermittent F46-08 codes and blank copies.

Solution
CAUSE: Failed write unit (p/n 56QA-6500).

SOLUTION: Replace the write unit.

Solution ID TAUS0639016EN* **Solution Usage** 5

Description
Unable to adjust the brightness of the touchscreen.

Solution
CAUSE: Failed operation board/1 assembly.

SOLUTION: Reseat all connectors on the operation board/1 assembly. Replace the operation board (p/n 56QA-9030) as necessary.
SPECIAL NOTE: Solution provided by Wayne Sanders, Dahill Industries, San Antonio

---

Solution ID TAUS0639769EN* **Solution Usage** 5

Description
SC56-04 after replacing the NVRAM.

Solution

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

PROBABLE CAUSES:
1. The SC56-04 service code is generated when a new memory board is installed and the copier serial number information is not entered.
Re-enter the copier serial number after the memory board has been properly installed and reset. The new memory board must be initialized and the serial number information must be re-entered into the copier. Refer to attached bulletin 3613 for details.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

2. If an optional print controller has been installed, SC56-04 may indicate a communication problem between the print controller and the IFB (Controller Interface Board) or between the IFB and ICB (Image Control Board).
Re-seat the connectors on the ICB.

3. The code sometimes indicates a communication problem between the operation panel and the ICB. If the copier functions normally, except when printing from the controller, the problem is most likely related to the Interface Board.
Re-seat the connectors on the ICB and the operation panel. Verify that the copier has current firmware. If the code persists, reload the PRCB firmware and the ICB firmware. It is also possible that the ICB (p/n 56QA-9010) or IFB (p/n 65AA-9120) may need to be replaced.

Solution ID TAUS0640294EN* **Solution Usage** 5

Description
PK120, punch unit not recognized by the main body.

Solution
CAUSE: The PK120 has been isolated via software dipswitch 19-5.

SOLUTION: To enable the PK120, perform the following:
1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Touch [1. Software SW setting] on the touchscreen.
3. Select software dipswitch #19 using the left up/down arrow(s).
4. Set the bit number of the switch to 5 using the middle up arrow(s).
5. Select OFF (0) to enable the PK120.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0642581EN* **Solution Usage** 5

Description
Memory specifications, 7255.

Solution
The standard memory of the main body E-RDH is 64MB. There is one additional slots for memory which can be expanded to a maximum of 576MB.
Additional memory is installed on the image CB located at the rear of the unit.
Notes:
1. Available Konica memory:

ITEM #	ITEM	DIMM
950631	MU-401	64MB
950632	MU-402	128MB
950588	MU-303	256MB
960334	MU-304	512MB

2. Other 256MB memory DIMM that can be used are as follows:
The recommended 256MB DIMM is as follows:
a. Century Microelectronics, Inc.* (PC133/256MB/NON ECC), DTV6E8-CL3 (Hitachi)* [[http://www.century-micro.com| URL http://www.century-micro.com]]
b. Melco Inc.* PC133/256MB/NON ECC, VS133-256M (Toshiba)* [[http://www.melcoinc.com/english/index.html| URL http://www.melcoinc.com/english/index.html]]

SPECIFICATIONS
1. 256MB (64bitx32M composition)/[16Mword x 8bit) synchronous DRAM x 16 + serial EPROM]/Clock frequency : (CL=2) 80 MHz and more/168-pin DIMM (a gold terminal).
2. Banks on each SDRAM Device (BA1, BA0) : 4 Banks
3. Row Addresses :RA0-RA11
4. Column Addresses :CA0-CA9

* Trademark ownership information

Solution ID TAUS0642767EN* **Solution Usage** 5

Description
FS210M, SC77-02 at power up.

Solution
CAUSE: Failed finisher CB, which results in loss of power to the tray up/down motor (M703).

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

SOLUTION: To check the operation of the tray up/down motor, perform the following:
1. Access the 47 mode, output code 075, P-06-P.
2. Press the START key. The main tray should drive to the lower position.
3. If, the main tray fails to lower replace the finisher CB (p/n 14JT-9010). Also, as an added precaution it is advisable to replace the tray up/down motor (p/n 56AA80011) since the motor may be the cause for the board failure.

Solution ID TAUS0701340EN* **Solution Usage** 5

Description

Intermittent RADF jamming, J61-1 or J62-3.

Solution

Cause: Intermittent failure of the interlock switch.

Solution: Replace the interlock microswitch (p/n 4014-1301-01).

Solution ID TAUS0626517EN* **Solution Usage** 4

Description

Can the IP511 be installed in the 7255?

Solution

The IP511A is required for the 7255. The IP511 is not compatible.

Solution ID TAUS0626941EN* **Solution Usage** 4

Description

What is the maximum number of files that can be stored in one box when utilizing the scanning to hard drive feature?

Solution

The maximum number of PDF formatted files is 500 and the maximum TIFF formatted files is 250 files.

Solution ID TAUS0627643EN* **Solution Usage** 4

Description

FS110M, how to identify if the correct finisher is installed.

Solution

The model 7255 can accept the following finishers: FS110M, FS111M, and the FS210M. The original FS110, FS111, and FS210 are not compatible with this model. As all the finishers appear the same, identification can be made using either the PCUA number or the serial number prefix.

FS110M PCUA 960327 S/N prefix 14JS
FS111M PCUA 960329 S/N prefix 13YY
FS210M PCUA 960328 S/N prefix 14JT

Solution ID TAUS0627854EN* **Solution Usage** 4

Description

PK120, F77-44 at power up.

Solution

CAUSE: The finisher CB has failed.

SOLUTION: To check the finisher CB, perform the following:
1. Power the copier ON.
2. Using a voltmeter (set to 200V DC range) check the voltage output at CN61-1 on the finisher CB, a reading of 24V DC should be present. If, a reading of 0V DC to 4V DC is measured an ICP on the finisher CB has opened.
3. Ensure, the wiring harness between CN61 on the finisher CB and CN64 on the PKDB is not pinched. Also, ensure that both the punch motor (M801) and punch shift motor (M802) rotate freely. After, determining the model finisher installed on the machine order the appropriate finisher CB as necessary.

Solution ID TAUS0629135EN* **Solution Usage** 4

Description

FS110M, SC80-40 at power up, after installing a new finisher CB.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution

CAUSE: The new finisher CB was shipped with no firmware installed.

SOLUTION: Flash the finisher CB using the ISW Trns utility and the latest FS110M firmware, which is available on the Konica Minolta FTP site.

Solution ID TAUS0642691EN* **Solution Usage** 4

Description

Does the 7255 support PC (SMB) scanning?

Solution

The 7255 does not support PC (SMB) scanning.

Solution ID TAUS0648226EN* **Solution Usage** 4

Description

Toner misting/Toner spilling.

Solution

Refer to bulletin 5083 details.
Note: To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0648677EN* **Solution Usage** 4

Description

Toner spilling in the copier. After a developer change machine works properly for 30,000 to 40,000 copies then dumps again.

Solution

CAUSE: The developer is becoming damaged from continuing to run the copier after an out of toner condition. The copier can run 3,000 copies after each time the door is opened and closed. The developer is damaged if toner is not replaced after the first out of toner indication.

SOLUTION: Replace the developer.

Note: Setting DIPSW1 bits 0 - 7 to "OFF" in the 25 service mode limits the copier to 1,500 copies (instead of 3,000 by default) when an out of toner condition is detected.

Solution ID TAUS0626033EN* **Solution Usage** 3

Description

How to program PDF or TIFF* as the default when scanning to E-Mail, HDD or FTP.

Solution

To program the PDF or TIFF as the default for each scan type, perform the following procedure:
1. Press the HELP key and then press Key Operator Mode displayed on the touchscreen.
2. Press the down arrow, which is located at the bottom left corner of the touchscreen one time.
3. Select [13: Memory switch setting].
4. Press the down arrow in the lower left hand corner of the touchscreen 7 times.
5. Use the arrows in the upper right hand corner to select Items 51, 51 and 53.
6. Once selected press the Change Contents Setting to select Package TIFF or PDF. In case of the HDD, there is an additional item called Division TIFF which is used for creating individual scan jobs from a multiple set scan.
7. Press RETURN a couple of times to return to normal mode.

* Trademark ownership information

Solution ID TAUS0626038EN* **Solution Usage** 3

Description

How to print ECM information.

Solution

To print ECM information, perform the following;
1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
2. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch #14 (machine management list print).

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

3. Press #3 ECM Management list.
4. Press the START key to print the list.
5. All active ECM accounts will be printed.
6. To return to normal operation, press the P and C keys together then touch RETURN on the touchscreen two times.

Solution ID TAUS0627530EN* **Solution Usage** 3

Description

How to configure Secure IP Printing to allow only specific TCP/IP* addresses to print to the NIC.

Solution

The latest firmware for the IP511A internal NIC enables the Network Administrator to designate which TCP/IP addresses have access to the IP511A internal NIC. This feature is called Secure IP Printing and will allow up to ten TCP/IP addresses to be entered on the NIC. The TCP/IP addresses can be entered via a browser and can be accessed by entering:

IPaddress/nic/Security

Notes:

1. Access to this menu is case sensitive (Security).
2. Once an address is added to the list, only those addresses on the list have access to print channel and HTML pages.
3. Press the reset button on the Security page to reset the TCP/IP address to 0.0.0.0, and factory defaults will all be disabled after a NIC reset.
4. All changes require a reset to take effect.
5. A password is required to make changes. The default password is 'sysadm'.
6. The latest firmware can be downloaded from the Konica Minolta FTP site.

* Trademark ownership information

Solution ID TAUS0628170EN* **Solution Usage** 3

Description

PLEASE WAIT NOW HDD INITIALIZING message at power up. Also, unable to access the HDD menu in the Key Operator Mode.

Solution

CAUSE: Failed HD105 (main body Hard Drive).

SOLUTION: Replace the HD105 (Item #950556).

Solution ID TAUS0628776EN* **Solution Usage** 3

Description

PZ109, J72-38 when duplexing and punching.

Solution

CAUSE: The PZ unit needs a firmware upgrade and/or the dipswitches on the PZ board are set incorrectly.

SOLUTION: For the PZ109 to function on the model 7255, The PZ unit must have a firmware level of 40 or above. In addition, the dipswitches on the PZ control board must be set to the following: Dipswitches 1 & 2 set to ON, Dipswitches 3 &4 set to OFF.

Solution ID TAUS0629005EN* **Solution Usage** 3

Description

FS110M, part number for the tray up-down motor.

Solution

Tray up-down motor (p/n 56AA80011).

Solution ID TAUS0629338EN* **Solution Usage** 3

Description

When browsing to the main body NIC and selecting the environment setup to EKC function settings, a 'login' window requires a user name and password. What is the user name and password?

Solution

The user name is 'ekc'. The password is the 8-digit ECM master key code.

Solution ID TAUS0629498EN* **Solution Usage** 3

Description

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

How many passcodes can be programmed in the ECM mode?

Solution
ECM mode on the 7255 has the capability to program and store 1000 passcodes.

Solution ID TAUS0630565EN* **Solution Usage** 3

Description
Part number for the PZ108/PZ109 level 40 EPROM.

Solution
The PZ108/109 level 40 EPROM (p/n PZ108109-40.0).

Solution ID TAUS0647488EN* **Solution Usage** 3

Description
Tray 4 is grayed out.

Solution
CAUSE: Tray 4 has been isolated from use in the 25 mode.

SOLUTION: To enable use of Tray 4, perform the following:
1. Access the 25 mode.
2. Touch [Software SW setting] on the touchscreen.
3. Scroll to dipswitch 19-0.
4. Touch [OFF (0)] on the touchscreen.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0647699EN* **Solution Usage** 3

Description
No power.

Solution
CAUSE: Loss of communication between the parameter memory board and image CB.

SOLUTION: Remove the parameter memory board from the image CB. Clean the contacts on the image CB and parameter memory board prior to reinstalling the parameter memory board onto the image CB. Also, reseat all connectors attached to the image CB.

Solution ID TAUS0701578EN* **Solution Usage** 3

Description
"Please wait" message.

Solution
CAUSE: Scanner Drive Board failure.

SOLUTION: Replace the Scanner Drive Board (p/n 56AA-9091).

Solution ID TAUS0702659EN* **Solution Usage** 3

Description
In the event that an issue arises that requires immediate action by the technician, certain NVRAMs may be exchanged/swapped between units due to their compatibility with other models.

Solution
The following groupings of main bodies are compatible for NVRAM exchange with others within their group only in emergency situations or for troubleshooting purposes :

7145/7222/7228/7235

bizhub 200/250/350

bizhub 360/420/500

bizhub 600/750

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7155/7165/7085

7210/7255/7272/bizhub PRO 920/bizhub PRO 1050

C250/C252/C300/C351/C352/C450

C451/C550/C650

IMPORTANT : A new NVRAM should be obtained as soon as possible for the machine requiring one.
Notes :
1. The bizhub C350 NVRAM may only be used between other bizhub C350s.
2. CAUTION : The bizhub PRO C500/8050 NVRAMs may not be exchanged between units due to the serialization of the NVRAM.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0608480EN* **Solution Usage** 2

Description

What is the part number for the paper exit tray?

Solution

The paper exit tray comes in two pieces, paper exit tray/1 (p/n 40AA12121) and paper exit tray/2 (p/n 40AA12130).

Solution ID TAUS0619338EN* **Solution Usage** 2

Description

FS-110/FS-110M, F77-04 after the copy exits.

Solution

PROBABLE CAUSES:
1.The stacker coupling gear is damaged.
Clean and inspect the coupling gear [Z=18]. Replace the stacker coupling gear (p/n 129U77041) as necessary.

2.The exit rollers would not turn off because the Exit sensor (PS709) isdirty or misaligned.
Check the stacker gear for missing teeth andclean PS709 in the stacker unit.
Notes :
a. Todifferentiate betweenthe FS-110 andthe FS-110M, the serial number starts with 14JS for the FS-110M.
b.Multiple sets would run until after the last sheet exited.Single copy runs to the upper output tray would not trip the code, butsingle copy runs to the main output tray would.

Solution ID TAUS0624751EN* **Solution Usage** 2

Description

When password printing, the job that is selected and printed from the touchscreen is not the same as the job that was sent. The jobs do not always show up on the operation panel.

Solution

CAUSE: Corrupted system code or the controller hard drive is corrupt.

SOLUTION: Recover the system code via HyperTerminal using the recovery.bat file. The IP-511/IP-511A contains an image of the system code on a separate partition of the hard drive. To recover the system, perform the following:
1. Connect a null modem cable (RS232C serial cable terminated in a female 9-pin D-Sub connector on both ends) to the service port of the IP511 and a serial port of a laptop or PC running Windows.
2. Run Hyper Terminal with a setting of 9600, 1 stop bit, no parity, and no flow control.
Note: To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
3. Once HyperTerminal is started, power ON the printer.
4. Once the memory test screen starts, press "k" and then "a".
5. The system should start to boot to DOS. Press Enter when asked for Date and Time.
6. At the DOS prompt, type "d: Recovery". The controller will initiate a batch file that reloads system code. This process will take approximately 3 - 4 minutes.
7. Once writing is complete, a message "Recovery Done" will display in the Terminal Session. Power OFF the machine and remove the serial cable. The system can now be initialized.
8. If the system image is older than current system code, updated system code can now be installed once the printer has initialized completely.
Note :The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0625956EN* **Solution Usage** 2

Description

Product Specifications, 7255

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution

7255 Product Specifications .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0626044EN* **Solution Usage** 2

Description

How to print the system configuration page.

Solution

To print the system configuration page, perform the following:
1. Press the MODE key to select PRINTER.
2. Press Test Print Menu on the LCD.
3. Press Config. Data and press OK.
4. The system configuration page will be printed.

Solution ID TAUS0626080EN* **Solution Usage** 2

Description

Tandem copier, how to select the tandem copy mode.

Solution

To select the tandem copy mode, perform the following:
1. Press OUTPUT APPLI on the LCD.
2. Press TANDEM.
3. Press OK.

The machines are now in tandem copy mode.
Notes: This procedure must be performed for every tandem copy job. Copy count must be set before the paper is loaded in the RADF. Tandem copying only works with copy counts greater then four.

Solution ID TAUS0626237EN* **Solution Usage** 2

Description

How many E-mail addresses can be programmed via the Email-Address-Export-Tool?

Solution

A maximum of 1008 E-mail addresses can be programmed via the Email-Address-Export-Tool.

Solution ID TAUS0626294EN* **Solution Usage** 2

Description

Site requirements, 7255.

Solution

Site Requirements 20 and 30 Ampere Machines . See also Konica Minolta Site Requirements Forms (FO-9 and FO-10) which provide the site requirements to which customers must conform before having any Konica Minolta 20 or 30 ampere models installed.
Note: To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0626363EN* **Solution Usage** 2

Description

Can the LT412 (Item #950558) used on the 7155/7165 be used on the model 7255?

Solution

The 7255 uses the LT412M (Item # 950959).

Solution ID TAUS0626408EN* **Solution Usage** 2

Description

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

How to perform the LCD sensitivity adjustment.

Solution

To adjust the LCD sensitivity, perform the following:
1. Press the Help key and then Press Key Operator Mode on the touchscreen.
2. Press selection [10] on the LCD to access the control panel adjustment screen.

Note: If the touchscreen is so far out of adjustment that there is no response when pressing [10], the control panel adjustment can be accessed by touching any numeric key on the key pad. Two plus symbols (+) should be visible on the screen.

3. Touch [+] at the upper right corner lightly with a touch pen (something with a round tip made of resin is recommended).
4. Touch [+] at the lower left lightly with a touch pen.
5. As verification of a correct adjustment, touch the CHECK keys at the upper left and lower right corners. A beep sound should be heard for each one. If a beep tone is not heard, repeat the adjustment.
6. After the adjustment is complete, press the [0] key on the numeric key pad.
7. Power the machine OFF to store the adjustment. Power the machine ON normally and check operation of the touchscreen.

Note: It may be necessary to repeat this adjustment procedure several times to achieve proper LCD sensitivity.

Solution ID TAUS0626492EN* **Solution Usage** 2

Description

How to scan documents to the HD105.

Solution

To scan documents to the HD105, perform the following:
1. Place documents in the RADF.
2. Select the 1-2 or 2-2 mode.
3. Touch STORE and press START. Documents should scan in.
4. Touch OUTPUT APPLI.
5. Key in the password and touch OK.
6. Key in the name and touch OK.
7. Touch STORE.
8. Press START.
9. Press AUTORESET.

Solution ID TAUS0626503EN* **Solution Usage** 2

Description

Can the internal NIC and the hard drive (HD105) be used in conjunction with Scan to Hard Drive, Scan to FTP, and Scan to E-mail without the IP511A installed?

Solution

The IP511A is required to support Scan to Hard Drive, Scan to FTP, and Scan to E-mail. The internal 7255 NIC is used to notify the end user of problems with the copier/printer.

Solution ID TAUS0626768EN* **Solution Usage** 2

Description

Can the scan to hard drive filename be changed?

Solution

CAUSE: Early main body ROM did not allow this function.

SOLUTION: Install the latest main body image ROM that is posted on the FTP site. Download the latest firmware, from the Konica Minolta FTP site or the EPROM download page. To access the firmware download section on the Konica Minolta website, perform the following:
1. Sign into the [[Secured site| URL http://www.konicabt.com/konicode/Logon]].
2. In the left frame, click on [NSSG Web Support].
3. Again, in the left frame, click on [Download EPROMs].
4. In the [Show all files for:] pull-down menu, select 'Eproms For High Volume Copiers' and click on the List Files button.
5. In the list of firmware, click on the required link to download. The firmware description will be in PDF format.

Notes:
   a. The following characters cannot be selected during selecting file name on Scan to HDD / @ . _ , -
   b. Space is inserted to the file name for Scan to HDD.
   c. To view a PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0627586EN* **Solution Usage** 2

Description

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

When performing a Scan to E-mail, the time listed on the transmitted E-mail is not correct and is always a few hours off.

Solution

CAUSE: The Time Difference setting within Key-Ope mode is not set correctly.

SOLUTION: To set the System Time, perform the following:
1. Enter the Key Operator mode by pressing the Help key while in Copy Mode.
2. In the lower left corner of the LCD, select Key-Ope mode.
3. Press System Initial Setting.
4. Press Date & Time Setting.
5. Input local time under Setting Time.
6. Select Diff. Time Setting.
7. Input the difference in the local time from Greenwich Mean Time (GMT). For example, Eastern Time Zone is -0500 hours from GMT.
8. Save settings by pressing OK twice and then Return twice. Verify proper operation.

Solution ID TAUS0627644EN* **Solution Usage** 2

Description

FS111M, how to identify if the correct finisher is installed.

Solution

The model 7255 can accept the following finishers: FS110M, FS111M, and the FS210M. The original FS110, FS111, and FS210 are not compatible with this model. As all the finishers appear the same, identification can be made using either the PCUA number or the serial number prefix.

FS110M PCUA 960327 S/N prefix 14JS
FS111M PCUA 960329 S/N prefix 13YY
FS210M PCUA 960328 S/N prefix 14JT

Solution ID TAUS0628414EN* **Solution Usage** 2

Description

Does the 7255/IP511A use LDAP (Lightweight Directory Access Protocol)?

Solution

LDAP is supported with the 7255/IP511A when using Pagescope* address book.

* Trademark ownership information

Solution ID TAUS0629360EN* **Solution Usage** 2

Description

SC46-40 approximately 30 seconds after power up and after installing the hard drive (HD105).

Solution

CAUSE: A poor connection exists between the image CB, image CB interface, and/or the HD105.

SOLUTION: Remove and reinstall the HD105 and the image CB interface. Prior to installation, slightly loosen the mounting screws that secure the image CB and the image CB interface to the respective mounting plates. Install the image CB interface and the HD105 then tighten the mounting screws on both boards.
Note: Ensure software dipswitch 2-0 (HDD connection Disconnect/Connect) is ON. To set the software dipswitches, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message Enter 4-digit Password To Change is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. From the memory setting mode menu, select [1] Software SW setting.
5. Use the left set of arrows to scroll to dipswitch 2.
6. Verify that 2-0 is displayed. If not, use the left and right up/down arrows until 2-0 is displayed.
7. Select ON (1).
8. Power the machine OFF/ON to exit the 25 (memory setting) mode or Press RETURN, MODE CHANGE and EXIT or BASIC SCREEN to return to normal operation.

Solution ID TAUS0629435EN* **Solution Usage** 2

Description

SC46-40 at power up.

Solution

CAUSE: The hard drive (HD105) has failed.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

SOLUTION: Replace the failed HD105 (Item #950556).

Solution ID TAUS0630332EN* **Solution Usage** 2

Description

How to configure and perform the Scan-to-FTP option.

Solution

Preliminary Note: To utilize Scan-to-FTP, the IP511 must be connected to a network and have a dedicated (local) FTP server attached.
To configure and perform Scan-to-FTP perform the following:
1. From the main body operation panel, access the PRINTER mode using the MODE key located above the CHECK and HELP keys.
2. On the LCD touch screen, using the arrows on the right, scroll to and select NETWORK SETUP.
3. From NETWORK SETUP, scroll to and select FTP SETUP.
4. Select FTP PORT NUMBER.
5. Set the PORT number to match that of the FTP server, default is 21.
6. Select FTP TIMEOUT.
7. Set the TIMEOUT as desired between 1 and 60 seconds, the default is 15.
8. Press CANCEL once.
9. Scroll to and select UPDATE NIC.

Note: The UPDATE NIC selection will be unavailable (grayed out) if no changes were made to the FTP PORT NUMBER or TIMEOUT.
10. Select YES.
11. Enter the necessary NIC password. The default is [sysadm] all lower case.

Note: The LCD will display PRINTER INITIALIZING.
12. After the printer initializes, and READY TO PRINT is displayed again, power OFF/ON the main power switch (SW1) located on the left rear corner of main body for at least 10 seconds.
13. After the printer has come back to READY, from the main body operation panel, access the SCANNER/SERVER mode using the MODE key located above the CHECK and HELP keys.
14. On the LCD touch screen, select SCAN TO NETWORK.
15. Select FTP.
16. Select ADDRESS MANUAL INPUT.
17. Enter a PROFILE NAME; this name can be any alphanumeric name up to 10 characters long. This name will display in the TRANSMISSION OBJECT window.
18. Enter the HOST ADDRESS; this is the TCP/IP* address of the FTP host server.
19. Enter the FILE PASS (path) by entering a backslant. As the FTP software knows where to send the document, a backslant \ is all that is needed.
20. Enter the LOGIN (username) of the FTP server, up to 47 characters long that may be case sensitive, depending on the setup.

Example: ftp://USERNAME:password@ftp.konicabt.com/
21. Enter the PASSWORD of the FTP server.

Example: ftp://username:PASSWORD@ftp.konicabt.com/
22. This is an optional step - Press the PORT NO. Key, the ENTER PORT NO. screen appears. Enter the port number for the FTP server. This step is only needed if the PORT NO. differs from the default that was set in step 5.
23. Press the [ENTRY] key to register (save) the information that was entered.
24. The PROFILE NAME will now be displayed in the [SELECT TRANSMISSION OBJECT] screen, select it and press OK.
25. Insert the document(s) in the RADF or on the PLATEN GLASS to be scanned and select the desired scanning options on the LCD screen and press START.
26. Download the document(s) using an FTP utility such as [[SmartFTP*| URL http://www.smartftp.com/download/]] or [[FTP Surfer*| URL http://www.whispertech.com/surfer/download.htm]].
27. Select a file from the FTP server (remember where you put it) and then download it to the PC. It should now be able to be retrieved and opened.

* Trademark ownership information

Solution ID TAUS0630338EN* **Solution Usage** 2

Description

FS210M, the tri-fold option folds the paper inside-out.

Solution

CAUSE: When letters are sent through the postal system with the letter folded inward, the letter sorters are causing the toner to be smudged on the areas of the letter facing each other.

SOLUTION: In conjunction with the United States Post Office and the manufacturing industry, it has been determined that it is best to fold the letter facing outward which minimizes the smudging of the image. A second purpose for the outside fold is for address placement when the letter is placed in a windowed envelope.

Solution ID TAUS0634060EN* **Solution Usage** 2

Description

List of equipment that is no longer being supported.

Solution

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Please see attached Product & Technical Support Bulletins 1792 and 2443 andMarketing Bulletin#07-GB-016.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0638580EN* **Solution Usage** 2

Description
J72-29 as the papers are exiting the finisher.

Solution
CAUSE: Incorrect finisher is installed.

SOLUTION: The model 7255 can accept the following finishers: FS110M, FS111M, and the FS210M. The original FS110, FS111, and FS210 are not compatible with this model. As all the finishers appear the same, identification can be made using either the PCUA number or the serial number prefix.
FS110M PCUA 960327 S/N prefix 14JS
FS111M PCUA 960329 S/N prefix 13YY
FS210M PCUA 960328 S/N prefix 14JT

Solution ID TAUS0638661EN* **Solution Usage** 2

Description
When setting up E-mail, the server requests authentication. Where is the setting?

Solution
The IP511A only works with an SMTP server. The controller does not act as a mail server.

Solution ID TAUS0639978EN* **Solution Usage** 2

Description
FS210M, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution
CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge.

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from a FS110/210 finisher or use the modified stapler position jig (p/n 13QEJG010).
Notes:
1. [[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf]] procedure.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0640454EN* **Solution Usage** 2

Description
Improper paper size displayed from all trays.

Solution
CAUSE: Tray size adjustment was not performed.

SOLUTION: Note: Before starting this procedure, cut a piece of heavy paper or card stock to a width of exactly 210mm.
To adjust the tray size, perform the following:
1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select the tray to be adjusted by touching NEXT or Back.
5. Place the 210mm wide sheet of paper in the tray to be adjusted, move the side guides so they touch the paper, then insert the tray.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select another tray to be adjusted, if required, and repeat steps 5 and 6.
8. When adjustments are complete, remove the 210mm sheet of paper, touch PREVIOUS SCREEN, and power the machine OFF/ON.

To adjust the bypass tray paper size, perform the following:
1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select BYPASS TRAY 1 by touching NEXT or BACK.
5. Place an 8.5x11R paper in the bypass tray, and move the side guides to contact the paper.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select BYPASS TRAY 2 by touching NEXT or BACK.
8. Place an 8.5x11 paper in the bypass tray, and move the side guides to contact the paper.
9. Touch [Start] on the touchscreen. [Complete] will be indicated.
10. Power copier OFF/ON to return to normal copy mode.

Solution ID TAUS0641537EN* **Solution Usage** 2

Description
PK120, punch unit is not recognized by the main body.

Solution
CAUSE: One of the connectors on the punch unit CB is not firmly seated.

SOLUTION: Power the copier OFF and separate the finisher from the main body. Either remove the punch unit CB from the machine or provide support to the area under each connector before applying additional pressure when reseating the connectors. During multiple installations CN63 on the punch unit CB has been found to require additional pressure in order to fully seat it when being attached to the punch unit CB.

Solution ID TAUS0641999EN* **Solution Usage** 2

Description
Intermittent SC46-17.

Solution
CAUSE: The image control board or the NVRAM has failed.

SOLUTION: Replace the image control board (p/n 56AA-9013) or the NVRAM board.
Note: An additional symptom is blank copies with lines when scanning from the glass.

Solution ID TAUS0642759EN* **Solution Usage** 2

Description
J61-01, intermittent PLEASE RELOAD ORIGINALS message.

Solution
PROBABLE CAUSES:
1. Failed RADF cover open detect microswitch.
Check the operation of the switch in the 47 mode and replace MS301 (p/n 12QR86010) as necessary.

2. The open/close cover was opened while the RADF was in motion. The vibration of the copier in combination with worn actuator, torsion spring and open/close sensor (PS311) generated the code even though no one actually opened the RADF during a document feed operation.
Replace PS311 (p/n 4014-1023-01) in the EDH, the actuator (p/n 4396-1395-01), and torsion spring (p/n 4024-2212-01).
Note : The sensor may look and test properly, but the problem is intermittent. In addition, the actuator and torsion spring may not function correctly. Over time these parts become loose and worn.

Solution ID TAUS0642797EN* **Solution Usage** 2

Description
J31-2, J92-1.

Solution
CAUSE: Possible defective fuser drive motor.

SOLUTION: Check the operation of the Fixing Motor (M4) operation in diagnostics (47 mode, output code 040-0, 1 and 2). Check for 24V. Replace M4 (P/N 56AA80082) as necessary.
As a test, swap fuser drive motor with finisher exit drive motor.
SPECIAL NOTE: Solution provided by DOUG MCDANIEL, IMAGE-TEC/VIRGINIA WESTERN COPY

Solution ID TAUS0643705EN* **Solution Usage** 2

Description
Blank copies and internal test prints.

Solution
CAUSE: Failed write unit.

SOLUTION: Replace the write unit (p/n 56QA-6500).

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

SPECIAL NOTE: Solution provided by Jason McCoy, KOMAX BUSINESS SYSTEMS.

Solution ID TAUS0651144EN* **Solution Usage** 2

Description
The LCD touchscreen is dim and can not be adjusted in the Key Operator Mode using the contrast panel adjustment

Solution
CAUSE: The LCD indication board has failed.

SOLUTION: Reseat all LCD connectors and replace the Control panel board (p/n 56QA-9030) if needed.

Solution ID TAUS0652437EN* **Solution Usage** 2

Description
How to store PCL fonts onto the print system hard drive or compact flash card.

Solution
To store a PCL font onto the IP controller hard drive (or compact flash card) on legacy Konica models the following prerequisites are necessary:
1. The actual font or bar code must be purchased by the user.
2. The font must be a PCL font or can be a PCL Soft font. If it is a Soft font, the font must first be edited to make it a PCL font then it can be modified for storage on the IP unit.
3. The workstation used to edit the file must be equipped with DOS/Dos editor.
Notes :
a. Follow this step-by-step procedure for the complete installation procedures and for the proper parts ordering procedures.
b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0656577EN* **Solution Usage** 2

Description
Unable to install 32-bitdrivers on a Microsoft Windows 2003 64-bit server formigration to the 32-bit clients.

Solution
The 32-bit driver files are not recognized when attempting to load on a 64-bit system, therefore, the files must be pulled from a 32-bit system in order to add additional driver support on a 64-bit server:
1. After installing the 64-bit driver on the server, install the matching 32-bit(PCL, PostScript Visual, PostScript (Plug-in) or PostScript (Adobe) driveron one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64-bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32-bit clients when migrating the driver files.
Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID TAUS0700737EN* **Solution Usage** 2

Description
Scan to FTP using a host name versus a TCP/IP address is not working in a workgroup environment.

Solution
CAUSE: A DNS server is required when using a host name versus the TCP/IP address.

SOLUTION:If no DNS server is available, then a TCP/IP address must be used instead of the PC host name.

Solution ID TAUS0702209EN* **Solution Usage** 2

Description
Intermittent J32-04 jams from all trays.

Solution
CAUSE: Failure of ADU board.

SOLUTION: Replace the ADU board.
PART NUMBER MODEL
56AA-904 2 7165

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

56EA-904 2 7155
56QA-904 0 7255/7272
Special Note :Solution provided by Jose Luna, KMBS, Woodland Hills.

Solution ID TAUS0616960EN* **Solution Usage** 1

Description
J21-01 at power up.

Solution
CAUSE: Drum wrap jam; the Dmax sensor has detected a paper while in the idle state.

SOLUTION: Remove the drum unit from the machine and inspect the area in front of the Dmax sensor for a sheet of paper. Remove any paper found in the vicinity of the Dmax sensor. If, no paper is present in front of the Dmax sensor, the Dmax sensor should be cleaned. Replace the toner control board sensor (p/n 56AA-9100) as necessary.

Solution ID TAUS0625958EN* **Solution Usage** 1

Description
Product information, 7255.

Solution
7255 information .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0626034EN* **Solution Usage** 1

Description
How to program the Mixed Original mode as a default at power up.

Solution
To program the Mixed Original mode as default, perform the following:
1. Access the Key Operator Mode by powering ON the machine while pressing the HELP key.
2. Press [13. Memory Switch].
3. Press the down-arrow and select [4. Job Memory Auto recall (30)].
4. Press [Change Setting Contents] to turn ON this feature.
5. Exit the Key Operator Mode and press [Special Original].
6. Press [Mixed Original] and then press OK.
7. Press the Job Memory key.
8. Access job number 30 by pressing the down arrow and then pressing [30].
9. Press [Store] .
10. The Check Mode screen will appear.
11. Press OK and a screen will appear to name the job.
12. Enter up to 16 characters (optional) and press OK.
13. Power the 7255 OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0626040EN* **Solution Usage** 1

Description
How to program the ECM to recognize individual passwords less than 8 digits.

Solution
To program ECM to recognize individual passwords of less than 8 digits, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down arrow, which is located at the bottom left corner of the touchscreen once.
4. Touch [13: Memory switch setting] on the touchscreen.
5. Touch the down arrow, which is located at the bottom left corner of the touchscreen four (4) times.
6. Touch the down arrow, which is located on the right side of the touchscreen 6 times. [28: E.C.M. password 8 digits] will be highlighted.
7. Touch the [Change Setting Contents], which is located at the bottom of the touchscreen. [28: E.C.M. password under 8 digits] will be highlighted.
8. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0626051EN* **Solution Usage** 1

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

Description

Does the 7255 have the ability count and list all scans from the RADF and the platen glass?

Solution

The 7255 has the ability to count and list all scans from the RADF and the platen glass. A printed count is also available. Perform the following procedure to determine and print the scan count:
1. Press the [P] button on the keypad. All counters will be displayed.
2. To print a copy of all the counters, press Counter List Output on the touchscreen.
3. Press EXIT on the touchscreen to return to the normal screen display.

Solution ID TAUS0626068EN* **Solution Usage** 1

Description

How to print the jam count list.

Solution

To print the jam count list, perform the following:
1. Access the 36 mode (Power the copier ON while pressing the 3 and 6 keys).
2. Select [7. List output mode].
3. From the List Output Mode Menu Screen, select Management List 2, load 8.5x11 paper in Tray 1, and press the START button.

Note: 25 mode 30-1 must be set to a 1 to print the Management List 2.

To change the setting in the 25 mode, perform the following:
1. Access 25 mode (Power the copier ON while pressing 2 and 5).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to dipswitch 30-1 using the arrows.
4. Set it to a 1 by selecting ON or to a 0 by selecting OFF.
5. Power the machine OFF/ON

Solution ID TAUS0626077EN* **Solution Usage** 1

Description

How to program the machine to default to the settings made in the copier initial mode (in Key-Op mode) when the auto-reset button is pressed.

Solution

To program the machine to default to all copier initial settings when the auto-reset key is pressed, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Press the down arrow which is located at the bottom left corner of the touchscreen one time.
4. Press [13] Memory switch settings.
5. Using the arrows on the right lower corner of the touchscreen, press the down arrow and scroll to [2] AUTO RESET key function.
7. Press Change Setting Contents until INITIAL is displayed.
8. Press RETURN twice to return to normal mode.

Solution ID TAUS0626092EN* **Solution Usage** 1

Description

How to enable/disable job offset.

Solution

To enable/disable job offset, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down-arrow on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen three (3) times.
6. Touch the down-arrow on the right side of the touchscreen (5) times. The highlighted indication will shift to [20 JOB offset operating] and the current setting will be displayed on the touchscreen.
7. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed. The setting choices available are [OFF], which is the default setting or ON.
8. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0626115EN* **Solution Usage** 1

Description

OT101, what is the OT101 shift output tray?

Solution

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

The OT101 is a new option/feature that allows copies to be offset when stapling is not required. The OT101 can offset up to 1,250 sheets.

Solution ID TAUS0626316EN* **Solution Usage** 1

Description
SC56-04 when trying to print a system configuration page.

Solution
CAUSE: An IP511 is installed.

SOLUTION: Install the IP511A (Item #960330).
Note: The IP511 is not compatible with the 7255.

Solution ID TAUS0626494EN* **Solution Usage** 1

Description
Can the hard drive (HD105) be recovered or reformatted if it fails?

Solution
There is no way to recover or reformat the HD105 (Item #950556). Replacement of the hard drive is necessary.
Note: On the HD105, not only the standard format (Microsoft* Windows, FAT32) but data such as watermark and fixed form stamp, etc. must be formatted. However, only the manufacturer can format the data and formatting of HD105 in field is impossible.

* Trademark ownership information

Solution ID TAUS0626560EN* **Solution Usage** 1

Description
In the scan mode for E-Mail/HDD/FTP, the 'Address manual input' button on the LCD is grayed out. This prevents information from being manually entered .

Solution
CAUSE: The memory switch for 'I/P Scan Address manual input' is set for 'Prohibit.'

SOLUTION: To change this setting, perform the following:
1. From the Key Operator mode select #13 for Memory Switch Setting.
2. Arrow down until #46 I/P Scan Address manual input is displayed.
3. Highlight this setting with the small down arrow on the right side of the LCD.
4. Press the Change Setting Contents button on the LCD. Ensure that the setting now indicates Permission. Press the Return button to exit the Key Operator mode.

Solution ID TAUS0626710EN* **Solution Usage** 1

Description
DF322, CLOSE ADF COVER message that will not clear.

Solution
CAUSE: Software dipswitch 31-01 in the 25 mode has been accidentally enabled. This dipswitch is not listed in the Service Manual. It is possible that it was changed when someone attempted to enable data collection displays (30-1).

SOLUTION: To resolve the CLOSE ADF COVER message, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up).
2. Select [1] (Software SW setting).
3. Use the arrows to scroll to dipswitch 31-1.
4. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 31-1:0.
5. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0626782EN* **Solution Usage** 1

Description
Scan to FTP is grayed out on the operation panel.

Solution
CAUSE: Scan to FTP is set for Masked in KEY-OPE mode memory switches.

SOLUTION: To Enable scan to FTP, perform the following:
1. From the Key Operator mode select #13 for Memory Switch Setting.
2. Arrow down until #46 I/P Scan HDD Function Mask is displayed.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

3. Highlight this setting with the small down arrow on the right side of the LCD.
4. Press the Change Setting Contents button on the LCD. Ensure that the setting now indicates No Mask. Press the Return button to exit the Key Operator mode.

Solution ID TAUS0626877EN* **Solution Usage** 1

Description
How to isolate Tray 3.

Solution
To isolate Tray 3, perform the following:
1. Access the 25 mode.
2. Touch [Software SW setting] on the touchscreen.
3. Scroll to dipswitch 18-2.
4. Touch [ON (1)] on the touchscreen.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0626889EN* **Solution Usage** 1

Description
How to access the currently programmed ECM master key code (8-digit).

Solution
To access the currently programmed ECM master key code (8-digit), perform the following:
1. Access the 25 mode.
2. Touch [6. Password setting] on the touchscreen.
3. The currently programmed ECM master key code will be displayed on the touchscreen.

Solution ID TAUS0626945EN* **Solution Usage** 1

Description
How many boxes can be created with the scan to HDD feature?

Solution
A total of 9998 boxes from 0001 to 9998 can be created. As a reference, number 9999 box is used by KRDS.

Solution ID TAUS0627215EN* **Solution Usage** 1

Description
PageScope Address Book utility User Manual.

Solution
PageScope Address Book utility User Manual .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0627322EN* **Solution Usage** 1

Description
How to check the amount of DIMM memory installed in the E-RDH.

Solution
To check the amount of DIMM memory installed in the ERDH, perform the following:
1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), output code 97 and then press the START key.
2. The amount of installed memory will be displayed in the dark blue band at the top of the touchscreen.
3. Power the copier OFF/ON to exit the 47 mode.

Solution ID TAUS0627453EN* **Solution Usage** 1

Description
J17-01 only when duplexing.

Solution

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

CAUSE: A dirty or defective ADU deceleration clutch (MC2) causing the paper not to reach the ADU pre-registration rollers.

SOLUTION: To verify clutch operation, switch the clutch with the ADU conveyance clutch (MC13). If the jam symptoms change or cease, MC2 is defective or contaminated. If cleaning does not resolve, replace MC2 (p/n 56AA82010).

Solution ID TAUS0627600EN* **Solution Usage** 1

Description
COPYING IN PROGRESS message with no output after scanning originals.

Solution
CAUSE: Incompatible machine settings causing a conflict.

SOLUTION: This condition can occur if RADF, APS and AMS are set to OFF in the memory switches, and if memory switch #7 is set to Erased for APS/AMS only. To resolve, either enable RADF APS/AMS or change memory switch #7 to: Area outside of orig. erased.

Solution ID TAUS0627640EN* **Solution Usage** 1

Description
How to identify if the correct finisher is installed.

Solution
The model 7255 can accept the following finishers: FS110M, FS111M, and the FS210M. The original FS110, FS111, and FS210 are not compatible with this model. As all the finishers appear the same, identification can be made using either the PCUA number or the serial number prefix.

FS110M PCUA 960327 S/N prefix 14JS
FS111M PCUA 960329 S/N prefix 13YY
FS210M PCUA 960328 S/N prefix 14JT

Solution ID TAUS0627966EN* **Solution Usage** 1

Description
Error 1001 when scanning to E-mail.

Solution
CAUSE: Incorrect configuration in the Scan to E-mail set up when configuring the NIC.

SOLUTION: When setting up scan to E-mail, in the From box, a valid E-mail address must be set. A name, location, etc. is not acceptable. For example, xxx@yyyyyy.com would be acceptable.

Solution ID TAUS0628017EN* **Solution Usage** 1

Description
Code 71-0 from the E-mail alert system.

Solution
CAUSE: Finisher door is open.

SOLUTION: Please close finisher door.

Solution ID TAUS0628053EN* **Solution Usage** 1

Description
FS110M, part number for the Up/Down gear/B.

Solution
Up/Down gear/B (p/n 14JS77020).

Solution ID TAUS0628070EN* **Solution Usage** 1

Description
J32-03 when simplex copying/printing and exiting face down.

Solution
CAUSE: The Exit Open/Shut gate (p/n 56QA51090) is binding or is damaged.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

SOLUTION: Inspect the gate for any binding or damage. Closely inspect the rear side of the gate to insure that the return spring is not missing since the gate is also the actuator for PS42 (paper reverse sensor).

Solution ID TAUS0628359EN* **Solution Usage** 1

Description
DF322, unable to copy from the RADF after making a copy from the platen glass.

Solution
CAUSE: The paper feed detecting actuator, which is located in the RADF open/close cover is stuck in a raised position, due to the collecting spring becoming dislodged.

SOLUTION: Inspect the paper feed detecting actuator (p/n 13QA41050). Ensure that the paper feed detecting actuator moves freely and properly flags the last original sensor (PS301) when paper is not present on the RADF paper feed tray (p/n 14KA42010). Confirm that the collecting spring (p/n 13QA41320) is properly attached to the collecting arm (p/n 13QA41310).

Solution ID TAUS0628419EN* **Solution Usage** 1

Description
KONICA is continually displayed on the touchscreen and the machine is locked up.

Solution
CAUSE: The parameter memory board is locked up or has failed.

SOLUTION: Replace the parameter memory board (p/n 65AA-9120).

Solution ID TAUS0628769EN* **Solution Usage** 1

Description
PK120A, J72-43 when punching.

Solution
CAUSE: The PK sensors require a sensitivity adjustment.

SOLUTION: To adjust the PK sensors, perform the following:
1. Open the front door of the finisher and turn the power ON.
2. Remove the PK control board cover (1 screw).
3. On the board there are 5 VRs and 5 corresponding LEDs.
4. For each sensor, turn the VR clockwise until the corresponding LED goes out. Then turn the VR counterclockwise slowly until the LED lights and continue counterclockwise one more graduation after the LED lights. Perform this procedure for all 5 sensors.

Solution ID TAUS0628789EN* **Solution Usage** 1

Description
FS110M, part number for the finisher CB.

Solution
Finisher CB (p/n 14JS-9011).

Solution ID TAUS0628791EN* **Solution Usage** 1

Description
FS210M, part number for the finisher CB.

Solution
Finisher CB (p/n 14JT-9011).

Solution ID TAUS0629007EN* **Solution Usage** 1

Description
FS210M, part number for the tray up-down motor.

Solution
Tray up-down motor (p/n 56AA80011).

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0629103EN* **Solution Usage** 1

Description
Lines or banding appears on copies when using the non-image area erase function.

Solution
CAUSE: An external light source is shining light on the glass.

SOLUTION: Move the copier or the light source.

Solution ID TAUS0629306EN* **Solution Usage** 1

Description
How to verify or input passwords.

Solution
To verify or input passwords, perform the following:
1. Access the 25 mode.
2. Touch [6. Password setting] on the touchscreen. The current programmed passwords will be displayed next to the associated item. Proceed to step 3, if you wish to input a new password.
3. Touch the item displayed on the touchscreen you want to program.
4. Input the desired password using the numeric keypad and touch [OK] on the touchscreen to update the password.
5. Repeat steps 3 and 4 to set passwords for other items.

Solution ID TAUS0629326EN* **Solution Usage** 1

Description
Machine management list 2, Parameter list, Memory dump list, and Font pattern are not displayed on the touchscreen when selecting [7. List output mode] in the 36 adjustment mode menu.

Solution
CAUSE: Display of the additional print list options has not been enabled within the 25 mode.

SOLUTION: To enable display of the additional print list options, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW setting].
4. Select software switch 30-1 using the arrow keys.
5. Set the switch to ON (1).
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0629333EN* **Solution Usage** 1

Description
ISW DATA ERROR 41 when attempting to flash the firmware.

Solution
CAUSE: A printer is attached to LPT1 preventing the ISW utility from sending the file to LPT1.

SOLUTION: Remove the printer (or other device) that is attached to LPT1.

Solution ID TAUS0629418EN* **Solution Usage** 1

Description
PK120A, 3-Hole punch is being displayed, instead of 2-Hole punch in the [OUTPUT APPLI] mode.

Solution
CAUSE: Incorrect DIP SW setting.

SOLUTION: For 2-Hole punch to be displayed, set both DIP SW 22-1 and 22-2 to 0.

Solution ID TAUS0629479EN* **Solution Usage** 1

Description
FS110, J-73-02 at power up and a FINISHER RELAY BOARD HAS FAILED message.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution

CAUSE: ICP1 is open on the FRB.

SOLUTION: Replace the FRB (p/n 14JT-9320).
SPECIAL NOTE: Solution provided by Bob Cochrane, NORTHEAST COPIER SYSTEMS, INC.

Solution ID TAUS0629492EN* **Solution Usage** 1

Description

FS110M, the last sheet in a set is not stapled or misaligned.

Solution

CAUSE: A finisher firmware bug that causes the finisher conveyance to slow down on the last sheet in the finisher causing the sheet to not be stapled or misaligned.

SOLUTION: Install FS110M firmware level 32 or higher available on the Konica Minolta FTP site . This firmware has a correction for this problem.

Solution ID TAUS0629503EN* **Solution Usage** 1

Description

How to access the currently programmed ECM master key code (8-digit).

Solution

To access the currently programmed ECM master key code (8-digit), perform the following:
1. Access the 25 mode.
2. Touch [6. Password setting] on the touchscreen.
3. The currently programmed ECM master key code will be displayed on the touchscreen.

Solution ID TAUS0630192EN* **Solution Usage** 1

Description

Tandem copier information regarding set up/installation.

Solution

Tandem setup/installation procedure

Note1: To view the above document, Microsoft* Word must be installed.
Note2: The line speed setting of both units must be set the same.
Note3: Tandem will operate correctly with (2) IP units installed.

* Trademark ownership information

Solution ID TAUS0630240EN* **Solution Usage** 1

Description

How many FTP locations can be programmed and stored?

Solution

A total of 48 FTP locations can be entered and stored.

Solution ID TAUS0630256EN* **Solution Usage** 1

Description

'USB Port Can Not Open' message when flashing the main body via the parallel port.

Solution

CAUSE: Flashing the main body using a USB setting is not supported with the 7255.

SOLUTION: Flash the 7255 from a parallel port.
Note: The ISW tool's USB setting is used for models that have a USB port on the main body for flashing.

Solution ID TAUS0630442EN* **Solution Usage** 1

Description

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

FS111M, does the FS111M (Item #960329) have the tri-folding capability?

Solution
The FS111M does not have the tri-folding capability.

Solution ID TAUS0630662EN* **Solution Usage** 1

Description
F13-01 after outputting several copies.

Solution
CAUSE: Failed paper feed motor [M1] resulting in a speed abnormality detection by the PRCB.

SOLUTION: Replace the paper feed motor (p/n 56AA80010).
Special Note: Solution provided by Jimmy Gryder, RJS Technologies / Abilene.

Solution ID TAUS0630824EN* **Solution Usage** 1

Description
How to program a group entry for Scan to E-Mail.

Solution
To program a group entry for Scan to E-Mail, perform the following:
1. Press the Mode key to select SCAN/SERVER and then select Network.
2. Select the desired E-Mail addresses for the group and press GROUP ENTRY.
3. Enter a name for the group and press OK.
4. The group name will now be listed when the group option is selected.

Note: The Group Registration Scan to E-Mail feature will allow up to 12 groups to be entered.

Solution ID TAUS0638552EN* **Solution Usage** 1

Description
How to disable the key counter from incrementing during print jobs.

Solution
To disable the key counter from incrementing during print jobs, perform the following:
1. Access the 25 mode (while holding down the 2 and 5 keys, power the machine ON).
2. Press 1 on the touch screen (Software SW).
3. Scroll to switch 16-3 using the arrow keys on the touch pad.
4. Press OFF
5. Press the Return key on the touchpad.
6. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0638597EN* **Solution Usage** 1

Description
RELOAD ORIGINALS IN TRAY AND PRESS START TO RESTART message when using the RADF.

Solution
CAUSE: PS301 (last original detection) failed in the RADF.

SOLUTION: To check PS301 perform the following:
1. Access the 47 multimode (power the machine while holding down on the 4 and 7 keys), input code 60, press P-7-P.
2. Actuate the sensor and watch for a change of state at the control panel.
3. If no change takes place clean or replace PS301 (p/n 08AA85510).

Solution ID TAUS0638686EN* **Solution Usage** 1

Description
PZ109, item number for the A-kit, which is required when installing the PZ109 onto an FS110/210 finisher.

Solution
A-Kit (PCUA 950568).

Solution ID TAUS0638701EN* **Solution Usage** 1

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

Description
DF316, unable to copy from the platen glass.

Solution
CAUSE: The actuator for the open/close sensor failed.

SOLUTION: Repair or replace the open/close actuator (p/n 13QA10060).

Solution ID TAUS0638749EN* **Solution Usage** 1

Description
Does the 7255 have watermark and page numbering capability?

Solution
With installation of the optional HD105 hard drive (Item #950556), the 7255 does have watermark and page numbering capability.

Solution ID TAUS0638883EN* **Solution Usage** 1

Description
PZ109, how to select the 3-hole punch option.

Solution
To enable both 2-hole and 3-hole punch with the PZ109, set dipswitches 22-1 to 1 and 22-2 to 0.

Solution ID TAUS0638943EN* **Solution Usage** 1

Description
FS111, what is the part number for the relay wire adapter that comes packaged with the finisher?

Solution
FS111 relay wire adapter (p/n 129U90100).

Solution ID TAUS0639507EN* **Solution Usage** 1

Description
Machine fails to enter the power save mode when the power save button is pressed.

Solution
CAUSE: The power save button has been disabled in the 25 mode.

SOLUTION: To enable the power save button, perform the following:
1. Access the 25 mode.
2. Touch [Software SW] on the touchscreen.
3. Scroll to dipswitch 22-4.
4. Touch [OFF] on the touchscreen to cancel the disable mode.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0639843EN* **Solution Usage** 1

Description
When running multiple sets of a 2-page Stapled and Punched job using Programmed Job mode, after the third set is complete, only the first page is stapled and the second page remains in the finisher (generating a jam code).

Solution
CAUSE: A page pagination problem in the finisher firmware program related to handling of punched paper.

SOLUTION: Special firmware release is available on the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]] for ISW application to the finisher:
Finisher Control Program 14jsn132cld0p.exe
Upon successful completion of the firmware upgrade, the version level is displayed as: 32-CLD0.

Solution ID TAUS0640055EN* **Solution Usage** 1

Description
SC46-43 when selecting image overlay.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution
CAUSE: A failed hard drive (HD105).

SOLUTION: After verifying all connections related to the HD105, and if the problem remains, replace the hard drive (Item #950556).
Note: Even if this problem is occurring, it still may be possible to scan to and retrieve documents from the hard drive.

Solution ID TAUS0640161EN* **Solution Usage** 1

Description
How to perform the touchscreen sensitivity adjustment.

Solution
To adjust the touchscreen sensitivity, perform the following:
1. Power the copier OFF.
2. Access the Key Operator Mode (Power the copier ON, while pressing the [HELP] key).
3. Touch [10. Control panel adjustment] on the touchscreen to display the control panel adjustment screen. Note: If the touchscreen is so far out of adjustment that there is no response when touching [10. Control panel adjustment], the control panel adjustment can be accessed (at this point) by touching any numeric key on the 10-key pad.
4. Touch the + at the upper right corner of the touchscreen lightly with a touch pen (something with a round tip which is made of resin is recommended as a touch pen). Check the coordinates displayed in the top line at the top of the touchscreen.
5. Ensure the X coordinate and the Y coordinate displayed in the message area fall within the standard values. The acceptable values are on the second line.
6. If the values are not within the acceptable parameters, repeat Step 4 until the values are acceptable.
7. Touch the + at the lower left corner of the touchscreen lightly with a touch pen (something with a round tip which is made of resin is recommended as a touch pen). Repeat the process used for the upper right coordinate until acceptable values are achieved.
8. As verification of a correct adjustment, touch the [CHECK] icon at the upper left and lower right corners. You should hear a beep tone for each one. If a beep tone is not heard, repeat the adjustment.
9. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0641021EN* **Solution Usage** 1

Description
When selecting the stamp/overlay application, the stamp, watermark and overlay memory features are not available (grayed out).

Solution
CAUSE: The availability of the stamp, watermark and overlay memory features require that the optional hard drive (HD105) be installed.

SOLUTION: Install the optional hard disk drive HD105 (PCUA 950556).

Solution ID TAUS0641704EN* **Solution Usage** 1

Description
FS211, J72-17 and/or J72-18 with jamming at the bypass gate. Jamming does not occur unless copies/prints are being directed into the stacker for stapling and/or folding.

Solution
CAUSE: The travel limit of the bypass gate is set by 2 rubber pads on the "gate" (located just above the bypass gate). On some machines these pads do not allow the bypass gate to move far enough when its solenoid (SD5) fires. Adjusting the positions of the solenoids does nothing to correct this. Either a gate is warped or the pads are too large.

SOLUTION: Removing the pads will resolve the jamming, though a noise will be heard each time the bypass solenoid fires (once per set on all sets after the first one). Replacing the gate (p/n 12QR45292), bypass gate (p/n 12QR45301) and pads (2) (p/n 129u45170) should solve the problem and eliminate the noise.
SPECIAL NOTE: Solution provided by Stephen Hooker, KMBS SAN FRANCISCO

Solution ID TAUS0641732EN* **Solution Usage** 1

Description
Can the model 7155/7165 toner be used in the model 7255?

Solution
The toner used in the model 7155/7165 (Item #950564) is the same toner as used in the model 7255.

Solution ID TAUS0641829EN* **Solution Usage** 1

Description
Can the scanning mode be set as the default mode?

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution
At the present time threre is no way to default the copier/printer to any one of the scanning modes.

Solution ID TAUS0641905EN* **Solution Usage** 1

Description
Is Scan to E-mail supported in a Macintosh* environment running TCP/IP*?

Solution
Scan to E-mail is supported in a Macintosh environment running TCP/IP.

* Trademark ownership information

Solution ID TAUS0641938EN* **Solution Usage** 1

Description
FS210M, J72-48 when using the folding mode.

Solution
CAUSE: The folding rollers are glazed over, which results in paper slippage.

SOLUTION: To clean the folding rollers perform the following:
1. Open the front door and cheat the front door interlock switch.
2. Access the 47 mode, output code 75, P-24-P and press the START key, which will rotate the folding rollers.
3. Carefully clean the folding roller surface to remove any contamination which is preventing proper gripping of paper during the folding process.

SPECIAL NOTE: Solution provided by Phillip D'Ayral, KMBS, Miami.

Solution ID TAUS0641942EN* **Solution Usage** 1

Description
A square gray patch on the trail edge of copies/prints.

Solution
CAUSE: The cleaning blade is incorrectly installed or has flipped.

SOLUTION: Ensure that the blade is installed correctly. If the blade has flipped, it may be necessary to replace the blade (p/n 56AA20100).

Solution ID TAUS0642002EN* **Solution Usage** 1

Description
Trying to scan to BOX and the HDD is greyed out.

Solution
CAUSE: The IP scanner function is disabled.

SOLUTION: Softswitch 28-01 needs to be set to 0 to enable this function. To enable the IP scanner function, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 28 is displayed.
6. Press the right up-arrow until 1 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 28.-1:1.
7. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 28:-0:0.
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0642366EN* **Solution Usage** 1

Description
How to scan and store forms digitally in secure, password protected mailboxes for later retrieval and printing.

Solution
The ability to scan and store forms digitally in secure, password-protected mailboxes for later retrieval and printing requires the installation of the main body HD105 (Item #950556).

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

Solution ID TAUS0642427EN* **Solution Usage** 1

Description
PI110, post inserter is not recognized by the copier.

Solution
CAUSE: The PI110 has been isolated via software dipswitch 18-6.

SOLUTION: To enable the PI110, perform the following:
1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Touch [1. Software SW setting] on the touchscreen.
3. Select software dipswitch #18 using the left up/down arrow(s).
4. Set the bit number of the switch to 6 using the middle up arrow(s).
5. Select OFF (0) to enable the PI110.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0642735EN* **Solution Usage** 1

Description
PZ109, the two hole punch mode is not displayed on the touchscreen.

Solution
CAUSE: The automatic punch hole switching option has not been enabled in the 25 mode.

SOLUTION: To enable the automatic hole switching option, perform the following:
1. Access the 25 mode (power the copier OFF/ON, while simultaneously pressing the 2 and the 5 keys).
2. Select [1. Software SW setting].
3. Using the up/down arrow on the left of the touchscreen scroll to DIPSW 22.
4. Using the up/down arrow in the middle of the touchscreen scroll to BIT 5.
5. Press [ON], to set to 1.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0643294EN* **Solution Usage** 1

Description
The copier warms up and comes ready, however, when the "Start" Key is pressed to begin copying, SC46-06 is indicated.

Solution
CAUSE: The ICB (Image Control Board) has failed. Since the ICB has 128MB of EDH memory hard-wired on the ICB, and any optional EDH memory installed has been removed, it is safe to deduce that the flawed memory is that which is hard-wired to the ICB.

SOLUTION: Replace the Image Control Board (p/n 4396-1278-01).
Note: The Image Control Board comes without programming so the System ROMs will need to be re-flashed once the board is replaced.

Solution ID TAUS0643866EN* **Solution Usage** 1

Description
J72-43 when using the finisher and PI110.

Solution
CAUSE: The paper size adjustment had not been performed.

SOLUTION: To adjust the paper sizes for the IP110, perform the following:
1. Access the 36 mode (power the copier OFF/ON, while simultaneously holding the 3 and the 6 keys).
2. Select [6. Finisher adjustment].
3. Select [3. Cover sheet tray size adj.].
4. Cover sheet tray size adj. (upper tray) will be displayed.
5. Place an 8.5x11R paper in the upper tray, and press [START].
6. Complete will be displayed.
7. Press [NEXT].
8. Place an 8.5x11R paper in the lower tray, and press [START].
9. Complete will be displayed.
10. Press [RETURN].
11. Power the copier OFF/ON.

Solution ID TAUS0644856EN* **Solution Usage** 1

Description

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

ECM printing is not incrementing the ECM password account when used in conjunction with password printing.

Solution

CAUSE: Early version firmware (ROMS) are installed.

SOLUTION: Flash the main body to version 30-00 or higher. The latest firmware version is available on the Konica FTP site. Refer to the FTP site index and click on the appropriate link to access the file.
In addition, when SSW 23-01 is enabled, any password print job that is sent with an invalid password or user ID will be deleted.

Note: When sending an ECM password print job a password is not required but can be used for additional security. Enter your ECM passcode in the USER ID field. The PASSWORD field (optional) is the 8 digit master key code.

Solution ID TAUS0646029EN* **Solution Usage** 1

Description

LT412, not recognized by the main body.

Solution

CAUSE: The LT412 has been isolated via software dipswitch 18-3.

SOLUTION: To enable the LT412, perform the following:
1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Touch [1. Software SW setting] on the touchscreen.
3. Select software dipswitch #18 using the left up/down arrow(s).
4. Select the bit number of the switch using the middle up arrow to a 3.
5. Select OFF (0) to enable the LT412.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0647680EN* **Solution Usage** 1

Description

How to configure ECM printing to work properly.

Solution

ECM printing on the 7255 requires that you create a user account and a password on the mainbody. When printing using the print driver the password used on the mainbody must be used for the USER ID setting in the print driver. The password in the print driver setting can be left blank in which case the print job will print out. If a password is entered in the print driver settings the print job will not print until the password used in the print driver settings is entered on the operartions panel.
If the above settings are followed in Key Op mode you will be able to track both copy and print jobs.

Solution ID TAUS0649081EN* **Solution Usage** 1

Description

Intermittent black copies with paper wrapping around drum.

Solution

CAUSE: Poor drum ground.

SOLUTION: Clean and service the front and rear drum bearings. Clean only the inner circumference of the bearing and the drum shaft. Use Scotch-Brite* or emory cloth to clean build-up. Do not lubricate or flush bearing with alcohol. The bearing is packed with conductive grease which is needed for proper operation. Replace the bearing if does not turn properly or if the bearing appears worn. Make sure the drum shaft coupler is flush against the drum flange and the notch is flush with the front bearing when reinstalling.

* Trademark ownership information

Solution ID TAUS0650306EN* **Solution Usage** 1

Description

Unable to scan to E-mail and a 1001 error message is indicated on the error log.

Solution

CAUSE: The SMTP name is being used instead of the TCP/IP* address.

SOLUTION: Change the SMTP name to a TCP/IP address.

* Trademark ownership information

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

Solution ID TAUS0650757EN* **Solution Usage** 1

Description
Is the PK120A required to 2-hole punch?

Solution
The PK120A is required to 2-hole punch. To install the PK120A (Item #960920) for 2-hole punch, set both DIP SW 22-1 and 22-2 to 0.

Solution ID TAUS0650844EN* **Solution Usage** 1

Description
Unable to enter correct copy quantity.

Solution
CAUSE: Copy limit function is enabled.

SOLUTION: To program the copy quantity limit, perform the following:
1. Access the 25 mode.
2. Touch [1. Software SW setting] on the touchscreen.
3. Press the leftmost UP key eight times, until 09 is displayed on the far left of the LCD.
4. Use the matrix below to determine which value inputs at DIPSW9 (bits 0, 1, 2, and 3 should be entered to select the copy quantity limit desired by the customer):
5. Use the matrix below to determine which value inputs at DIPSW 9 (bits 4, 5, 6, and 7 should be entered to select the copy quantity limit desired by the customer):

9-4 to 0	9-5 to 0	9-6 to 0	9-7 to 0: No limit
9-4 to 1	9-5 to 0	9-6 to 0	9-7 to 0: Copy limit = 1
9-4 to 0	9-5 to 1	9-6 to 0	9-7 to 0: Copy limit = 3
9-4 to 1	9-5 to 1	9-6 to 0	9-7 to 0: Copy limit = 5
9-4 to 0	9-5 to 0	9-6 to 1	9-7 to 0: Copy limit = 9
9-4 to 1	9-5 to 0	9-6 to 1	9-7 to 0: Copy limit = 10
9-4 to 0	9-5 to 1	9-6 to 1	9-7 to 0: Copy limit = 20
9-4 to 1	9-5 to 1	9-6 to 1	9-7 to 0: Copy limit = 30
9-4 to 0	9-5 to 0	9-6 to 0	9-7 to 1: Copy limit = 50
9-4 to 1	9-5 to 0	9-6 to 0	9-7 to 1: Copy limit = 99
9-4 to 0	9-5 to 1	9-6 to 0	9-7 to 1: Copy limit = 250

6. Touch the ON/OFF key to input the desired setting of 0 (OFF), or 1 (ON) for bit location 4.
7. Scroll to bit 5.
8. Repeat the procedure in steps 6 and 7 for dipswitches 9-5, 9-6, 9-7.
9. Touch [RETURN] on the touchscreen.
10. Touch [MODE CHANGE] on the touchscreen.
11. Touch [EXIT] on the touchscreen to return to the normal mode.

Solution ID TAUS0651562EN* **Solution Usage** 1

Description
Microsoft®-certified printer drivers - PCL, PostScript, PostScript (P)and PostScript (V).

Solution
The Konica Minolta Microsoft®-certified printer driverscan bedownloaded fromthe Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
These drivers will be shown as a WHQL (W indows H ardware Q uality L abs)Download.
Access the Download Selector and type WHQL in [Find downloads:],then click on Search->.

Solution ID TAUS0651919EN* **Solution Usage** 1

Description
J17-01 when using sheet/cover insertion and using the bypass tray as the insert tray. The jam may also include a sheet wrapped around the drum.

Solution
CAUSE: Firmware upgrade required.

SOLUTION: Upgrade the machine firmware to the latest level. The firmware can be obtained from the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].

Solution ID TAUS0651947EN* **Solution Usage** 1

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

Description
Can the PI110 single tri-fold a stack of single page original?

Solution
The PI110 can not single tri-fold a stack of single originals. Orginals must be inserted one at a time to tri-fold from the PI110.

Solution ID TAUS0657898EN* **Solution Usage** 1

Description
Part number for the Tray Locking Mechanism.

Solution
The Tray Locking Mechanism is not available as an assembly. The individual part numbers are listed on the attached PDF.

Solution ID TAUS0700244EN* **Solution Usage** 1

Description
How to determine what version of Sun Java™ is installed on a Microsoft® Windows workstation.

Solution
To determine what version of Sun Java™ is installed, perform the following:
1. From a command prompt type:java -version
2. Press Enter.
3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID TAUS0700578EN* **Solution Usage** 1

Description
Intermittent J31-1 from all trays including the bypass.

Solution
CAUSE:Failed one-way gear.

SOLUTION:Replace the one-way gear (p/n 56AA77160) located in the bypass area.

Solution ID TAUS0700687EN* **Solution Usage** 1

Description
Registration shifted 1-1.5 inches when using the RADF.

Solution
CAUSE: The center Light Shield Sheetmounted on the Platen Guide Part/Leftis worn or improperly positioned.

SOLUTION: Move the center Light Shield Sheet (p/n 13QA45290) a few millimeters to the right. It is recommended that it be replaced because the adhesive back my not stick once it has been removed.
Note : The Platen Guide Part/Left (p/n 13QA41030) is the black guide on the bottom, left side of the RADF. The Light Shields are the three black squares mounted to the guide.

Solution ID TAUS0701368EN* **Solution Usage** 1

Description
J11-02.

Solution
CAUSE: Failed MC15 and MC16.

SOLUTION: Replace MC15 and MC16 (p\n 56AA82011).

Solution ID TAUS0702888EN* **Solution Usage** 1

Description
How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

Solution

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Please perfrom the step-by-step procedure mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0703071EN* **Solution Usage** 1

Description
"Press start to restart" message when the print key is pressed. The jamcounter shows J00-00 and SC53-01 may also be indicated.

Solution
CAUSE: Obstruction, such as a melted transparency, is causing the lower fuser roller to bind.

SOLUTION: Clear the obstruction to free the fuser rollers.
SPECIAL NOTE : Solution provided by Rich Tapia, Astro Business Technologies.

Solution ID TAUS0626042EN* **Solution Usage** 0

Description
How to clear fuser abnormality codes (F34-xx, F35-xx, F36-xx).

Solution
To reset a fuser abnormality code, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the P button down until the message Enter 4-digit Password To Change is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start Print button.
3. Press [1: Software SW setting] on the touchscreen.
4. Press the left up-arrow, which is displayed on the touchscreen, 2 times. The number displayed above the up-arrow will change to 03.
5. Select the bit number of switch 1, using the right up-arrow, 03-1 will be displayed.
6. Press the [OFF (0)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0626067EN* **Solution Usage** 0

Description
How to enable J-code jam display.

Solution
To enable J-code jam display, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 11 is displayed.
6. Press the right up-arrow until 7 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 11-7:0.
7. Press the ON button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 11-7:1.
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.
Note: Making this change to the software switches will allow both a position code and a J-code reference to be displayed any time a jam occurs.

Solution ID TAUS0626071EN* **Solution Usage** 0

Description
How to obtain the ISW Microsoft* Windows utility.

Solution
To obtain the ISW Microsoft Windows utility, access the Konica Minolta FTP site

* Trademark ownership information

Solution ID TAUS0626075EN* **Solution Usage** 0

Description
How to adjust lead edge erasure.

Solution
To adjust lead edge erasure, perform the following:

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

1. Power the copier OFF.
2. Access the 36 mode (power the copier ON, while pressing the 3 and 6 keys).
3. Touch [2: Image adjustment] on the touchscreen.
4. Touch [3: Timing adjustment] on the touchscreen.
5. Touch [4: Printer lead edge timing adj.] on the touchscreen.
6. Touch the [Copy Screen] key on the touchscreen, then make a copy and confirm the output.
7. Press the C key while pressing the P key.
8. Enter a value from the numerical keypad or the touchscreen, and then touch the [SET] key, located on the touchscreen. The adjustment range is -20 (small) to +40 (large).
9. Repeat steps 6 through 8 until the lead edge erasure conforms to the standard range (within 3mm).
10. Power the copier OFF/ON to exit the 36 mode.

Solution ID TAUS0626086EN* **Solution Usage** 0

Description

How to scan to large document jobs or multiple documents into one TIF file.

Solution

To scan many originals or multiple documents into one TIF file, perform the following:
1. Press the MODE key to select SCANNER/SERVER mode.
2. Press NETWORK on the touchscreen.
3. PRESS HDD on the touchscreen.
4. Select the entry name or input the entry name and box number using the Address Manual Input option on the touchscreen and press OK.
5. Press the STORE option on the touchscreen.
6. Place originals in the RADF and press START. Continue scanning originals in the RADF until completed.
7. When all the originals have been scanned, deselect the STORE option and press the START key.
8. One TIF will be created for all the originals scanned.

Solution ID TAUS0626088EN* **Solution Usage** 0

Description

How to enable the key click sound on the operation panel.

Solution

To enable the operation panel click sound, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down-arrow on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen three (3) times. [22 Key click sound] will be displayed.
6. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed.
7. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0626090EN* **Solution Usage** 0

Description

How to increase or decrease the key click sound of the operation panel.

Solution

To increase or decrease the operation panel click sound, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch [7 Panel contrast/Key sound adj] on the touchscreen.
4. Locate Buzzer volume regulation on the LCD and press Small or Big to increase or decrease the volume.
5. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0626094EN* **Solution Usage** 0

Description

How to print using the web utility.

Solution

To print using the web utility, perform the following:
1. Open the web browser on the PC and clear the command line.
2. Type the TCP/IP* address of the NIC/printer that you want to receive the print job.
3. 'Web Utilities Version 3' will be indicated on the monitor display.
4. Click on the 'Network Setup' button and then click on 'Network Print Options'.
5. Select the file to be printed.

Note: The files must be printer ready files such as TXT or PRN files (not TIF or PDF files). Browse to the file. The file can be a local file or from a remote

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

server.
6. Type 'sysadm' in lowercase as the password.
Note: If sending a PRN file, it will select the various print options selected in the driver.

* Trademark ownership information

Solution ID TAUS0626096EN* **Solution Usage** 0

Description
How to delete a job stored in Job Memory.

Solution
To delete a job that is stored in Job Memory, perform the following:
1. Access the help mode (power the machine OFF/ON while pressing the help button).
2. Select [1. System/copier].
3. System/copier setting menu will be displayed.
4. Select [5. Lock Job memory].
5. Lock job memory will be displayed.
6. Using the arrows on the right side of the touchscreen scroll to the job that is being deleted.
7. Press the [DEL.] button located on the bottom left of the touchscreen.
8. Press the [Return].
9. Power machine OFF/ON.

Solution ID TAUS0626365EN* **Solution Usage** 0

Description
Scantrip utility is only partially displayed after clicking the CHECK button.

Solution
CAUSE: Large Fonts are selected on the Microsoft* Windows 9x/NT desktop.

SOLUTION: Set the font size to Small Fonts by performing the following procedure:
1. Right click on the desktop.
2. Click Properties.
3. In the Display Properties window, click the Settings tab.
4. Click the [Advanced...] button.
5. Hit the down-arrow on the [Font Size:] pull down menu.
6. Select Small Fonts.
7. Click Apply, then OK (do not select restart).
8. Click OK.
Note: Scanning utilities (Scantrip and Scantrip Admin) are now posted on the [[Konica SEC website| URL http://www.sec.konicabt.com/main.html]].

* Trademark ownership information

Solution ID TAUS0626382EN* **Solution Usage** 0

Description
In the scan mode for E-Mail/HDD/FTP, the 'Address manual input' button on the LCD is grayed out. This prevents information from being manually entered .

Solution
CAUSE: The memory switch for 'I/P Scan Address manual input' is set for 'Prohibit.'

SOLUTION: To change this setting, perform the following:
1. From the Key Operator mode select #13 for Memory Switch Setting.
2. Arrow down until #46 I/P Scan Address manual input is displayed.
3. Highlight this setting with the small down arrow on the right side of the LCD.
4. Press the Change Setting Contents button on the LCD. Ensure that the setting now indicates Permission. Press the Return button to exit the Key Operator mode.

Solution ID TAUS0626410EN* **Solution Usage** 0

Description
How to scan to large document jobs or multiple documents into one TIF file.

Solution
To scan many originals or multiple documents into one TIF file, perform the following:
1. Press the MODE key to select SCANNER/SERVER mode.
2. Press NETWORK on the touchscreen.
3. PRESS HDD on the touchscreen.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

4. Select the entry name or input the entry name and box number using the Address Manual Input option on the touchscreen and press OK.
5. Press the STORE option on the touchscreen.
6. Place originals in the RADF and press START. Continue scanning originals in the RADF until completed.
7. When all the originals have been scanned, deselect the STORE option and press the START key.
8. One TIF will be created for all the originals scanned.

Solution ID TAUS0626411EN* **Solution Usage** 0

Description

How to program auto reset.

Solution

To program auto reset, perform the following:
1. Press the HELP key and then press Key Operator Mode displayed on the touchscreen.
2. Press the down arrow, which is located at the bottom left corner of the touchscreen one time.
3. Select [13: Memory switch setting].
4. Auto reset timer will be the first selection. Select [Change Setting Contents].
5. Use the arrows to change the contents (OFF, 30, 60, 90, 120, 150, 180, 210, 240, 270, 300 seconds).
6. Press the RETURN key a couple of times to return to normal mode.

Solution ID TAUS0626413EN* **Solution Usage** 0

Description

How to program Tray 3 as the default paper tray.

Solution

To program Tray 3 as the default paper tray, perform the following:
1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
2. Select [2] Copier initial setting.
3. Press paper Tray 3 and insure it is highlighted and press OK.
4. Press RETURN to return to normal mode.

Solution ID TAUS0626416EN* **Solution Usage** 0

Description

How to program automatic job deletion for jobs residing on the hard drive (HD105).

Solution

To program a specified time to delete jobs stored on the HD105, perform the following:
1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
2. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch #18 HDD [Management setting].
3. Select Job Auto Delete.
4. Select either ON or OFF and then input a selection for deletion of the jobs if required (1 to 52 weeks) and press OK.

Solution ID TAUS0626419EN* **Solution Usage** 0

Description

How to adjust the density shift in AUTO (Text/Photo) mode.

Solution

To adjust the density shift in AUTO (Text/Photo) mode, perform the following:
1. Power the copier ON.
2. Touch [SPECIAL ORIGINAL] on the touchscreen.
3. Touch [AUTO] on the touchscreen.
4. Touch the [P] key.
5. Using the numeric keypad, enter the desired density shift (0-5). The default value is 3.
6. Touch [OK] on the touchscreen two (2) times to return to the normal mode.

Solution ID TAUS0626421EN* **Solution Usage** 0

Description

How to immediately exit the current ECM session and have PLEASE ENTER PASSWORD message indicated on the touchscreen.

Solution

Hold down the [P] key while simultaneously pressing the [CLEAR QTY] key.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0626423EN* **Solution Usage** 0

Description
How to enable/program group stapling.

Solution
To enable/program group stapling, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 20 is displayed.
6. The top of display should indicate SOFTWARE SWITCH SET MODE 20-0:0.
7. Press the ON button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 20-0:1.
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0626425EN* **Solution Usage** 0

Description
How to program group mode as the default.

Solution
To program group mode as the default, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Press [2} Copier Initial.
4. Press OUTPUT APPLI on the touch screen and then select GROUP and OK twice.
5. Press the down arrow on the left lower corner of the touchscreen one time and then select [13] Memory Switches.
6. Press the down arrow on the right side of the touchscreen one time to select [2] AUTO RESET key function.
7. Press Change Setting Contents until INITIAL is displayed.
8. Press RETURN twice to return to normal mode.

Solution ID TAUS0626427EN* **Solution Usage** 0

Description
How to program the machine to default to the settings made in the copier initial mode (in Key-Op mode) when the auto-reset button is pressed.

Solution
To program the machine to default to all copier initial settings when the auto-reset key is pressed, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Press the down arrow which is located at the bottom left corner of the touchscreen one time.
4. Press [13] Memory switch settings.
5. Using the arrows on the right lower corner of the touchscreen, press the down arrow and scroll to [2] AUTO RESET key function.
7. Press Change Setting Contents until INITIAL is displayed.
8. Press RETURN twice to return to normal mode.

Solution ID TAUS0626428EN* **Solution Usage** 0

Description
How to set up scanning for the 7255.

Solution
Scan setup procedure .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0626432EN* **Solution Usage** 0

Description
How to enable/disable job offset.

Solution
To enable/disable job offset, perform the following:

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down-arrow on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen three (3) times.
6. Touch the down-arrow on the right side of the touchscreen (5) times. The highlighted indication will shift to [20 JOB offset operating] and the current setting will be displayed on the touchscreen.
7. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed. The setting choices available are [OFF], which is the default setting or ON.
8. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0626437EN* **Solution Usage** 0

Description

How to change or delete/remove a programmed E-mail address.

Solution

To change or delete/remove a previously programmed E-mail address, perform the following:
1. Press the HELP key.
2. Press KEY OPERATOR MODE as indicated on the touchscreen.
3. Press the DOWN arrow one time.
4. Select [19] (Scan transmission setting).
5. Select E-Mail on the touchscreen.
6. Select CHANGE to change the E-mail address or select DELETE to delete the E-mail address.
7. Press OK and then RETURN to return to normal operating mode.

Solution ID TAUS0626440EN* **Solution Usage** 0

Description

Can the Scan Error List errors be deleted from the LCD touchscreen?

Solution

The Scan Error List (errors) can not be deleted. The list will document and store the last 16 Scan Errors. As additional Scan Errors occur, the oldest Scan Error will be deleted.

Solution ID TAUS0626446EN* **Solution Usage** 0

Description

How to delete a job stored in Job Memory.

Solution

To delete a job that is stored in Job Memory, perform the following:
1. Access the help mode (power the machine OFF/ON while pressing the help button).
2. Select [1. System/copier].
3. System/copier setting menu will be displayed.
4. Select [5. Lock Job memory].
5. Lock job memory will be displayed.
6. Using the arrows on the right side of the touchscreen scroll to the job that is being deleted.
7. Press the [DEL.] button located on the bottom left of the touchscreen.
8. Press the [Return].
9. Power machine OFF/ON.

Solution ID TAUS0626448EN* **Solution Usage** 0

Description

How to change or delete/remove a programmed FTP address.

Solution

To change, delete/remove a previously programmed FTP address, perform the following:
1. Press the HELP key.
2. Press KEY OPERATOR MODE as indicated on the touchscreen.
3. Press the DOWN arrow one time.
4. Select [19] (Scan transmission setting).
5. Select FTP on the touchscreen.
6. Select CHANGE to change the FTP address or select DELETE to delete the FTP address.
7. Press OK and then RETURN to return to normal operating mode.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0626488EN* **Solution Usage** 0

Description
EKC count data shows an account of 1001. This account does not increment when a print job is sent.

Solution
The ECM user 1001 is used to capture invalid ECM print jobs from users that do not have a valid ECM password to print. If software dipswitch 23-1 is set to 0 (OFF), the invalid job will print and this is recorded in 1001. If software dipswitch 23-1 is set to 1 (ON), the print jobs sent with an invalid number will vanish and not be printed.

Solution ID TAUS0626490EN* **Solution Usage** 0

Description
Can not store jobs on the hard drive (HD105). All HDD icons on the touchscreen are grayed out.

Solution
CAUSE: The HD105 is not enabled.

SOLUTION: Enable the store to HD105 feature by performing the following procedure:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 08 is displayed.
6. Press the right up-arrow until 7 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 08-7:1. Change the 1 to a 0 or select OFF.
7. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0626498EN* **Solution Usage** 0

Description
HD105 installation instructions.

Solution
HD105 Installation Procedure .
Note: To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0626499EN* **Solution Usage** 0

Description
What is the capacity of the hard drive (HD105) in the model 7255?

Solution
The HD105 has a 20GB capacity.

Solution ID TAUS0626501EN* **Solution Usage** 0

Description
How many jobs residing on the hard drive (HD105) can be selected and printed at one time from the touchscreen?

Solution
The 7255 will allow up to 5 jobs to selected and printed in succession.

Solution ID TAUS0626536EN* **Solution Usage** 0

Description
PLEASE WAIT TRAY (x) RAISING message and/or a specific paper tray can not be selected (grayed out).

Solution
CAUSE: A specific paper tray has been deactivated in the 25 mode.
Notes:
1. The machine is designed to automatically deactivate a specific tray, in the 25 mode, if an 18-x failure code occurred and the customer selected the option to bypass that tray.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

2. The 18-x code may occur if a customer attempts to overfill any specific paper tray.
3. If a specific tray has been identified as the default paper source, and it has been deactivated in the 25 mode, the machine will display PLEASE WAIT TRAY (x) RAISING.

SOLUTION: To activate specific paper trays in the 25 mode, perform the following:
1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 18.
4. Use the arrows on the right to scroll to 0 for Tray 1, 1 for Tray 2, 2 for Tray 3, or 3 for Tray 4.
5. Press OFF for any tray that may be set to ON. This will allow each tray to function normally.
6. Power the copier OFF/ON to exit the 25 mode.

Note: Review the management list for 18-x codes to determine if a particular tray may have a problem with the lift up mechanism.
SPECIAL NOTE: This solution provided by Phillipe d'Ayral, KMBS, MIAMI

Solution ID TAUS0626539EN* **Solution Usage** 0

Description
Can the password feature in the TWAIN driver version 1.20 be used with the 7255/IP511A?

Solution
At the present time the password feature in the TWAIN driver will only function with the 7145/IP432.

Solution ID TAUS0626542EN* **Solution Usage** 0

Description
HD105 installation instructions.

Solution
HD105 Installation Procedure .
Note: To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0626691EN* **Solution Usage** 0

Description
How many Scan to E-Mail groups can be entered in the Group Registration feature?

Solution
The Group Registration Scan to E-Mail feature will allow up to 12 groups to be entered.

Solution ID TAUS0626718EN* **Solution Usage** 0

Description
E80-02 at power up or when attempting to flash the printer control.

Solution
CAUSE: There is a poor connection on the image CB or on the printer CB.

SOLUTION: Power OFF, unplug the machine, and remove/reinstall all connectors on the image and printer control boards. Note: Pay particular attention to CN202 on the printer CB and CN135 on the image CB.

Solution ID TAUS0626841EN* **Solution Usage** 0

Description
On a machine equipped with an external key counter device, print jobs do not increment the counter, but copy jobs will increment the counter.

Solution
CAUSE: A software dipswitch needs to be changed.

SOLUTION: Access 25 mode then select software dipswitches. Scroll to software dipswitch 16-3 and set to ON (1). This will allow print jobs to increment the external device.

Solution ID TAUS0627163EN* **Solution Usage** 0

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

Description
PageScope Address Book utility released.

Solution
See the Modification Notice for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0627207EN* **Solution Usage** 0

Description
Where to get the PageScope Address Book utility.

Solution
The PageScope Address Book utility can be downloaded from the [[Konica Minolta PageScope web site| URL https://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS]].

Solution ID TAUS0627480EN* **Solution Usage** 0

Description
In the memory switches, what does 1 SHOT indication time mean?

Solution
This switch setting determines the time duration (3 or 5 seconds) for messages which are displayed for short periods and indicate special circumstances such as:
GROUP BUTTON CANNOT BE USED IN THIS MODE
or
NUMBER OF ORIGINALS SHOULD BE -- MAX IN STAPLE MODE

Solution ID TAUS0627496EN* **Solution Usage** 0

Description
PageScope Address Book utility is missing the model drop-down list in the main window.

Solution
CAUSE: The monitor resolution was set below 1024x768, 16 bit color.

SOLUTION: Set the monitor resolution to 1024x768, 16 bit color or better.
SPECIAL NOTE: Solution provided by Charles Wallace, EASTERN COPY PRODUCTS.

Solution ID TAUS0627602EN* **Solution Usage** 0

Description
E46-13 while scanning originals.

Solution
CAUSE: Incompatible machine settings causing a conflict.

SOLUTION: This condition can occur if RADF, APS and AMS are set to OFF in the memory switches, and if memory switch #7 is set to Erased for APS/AMS only. To resolve, either enable RADF APS/AMS or change memory switch #7 to: Area outside of orig. erased.

Solution ID TAUS0627604EN* **Solution Usage** 0

Description
E46-23 while scanning originals

Solution
CAUSE: Incompatible machine settings causing a conflict.

SOLUTION: This condition can occur if RADF, APS and AMS are set to OFF in the memory switches, and if memory switch #7 is set to Erased for APS/AMS only. To resolve, either enable RADF APS/AMS or change memory switch #7 to: Area outside of orig. erased.

Solution ID TAUS0627645EN* **Solution Usage** 0

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

Description

FS210M, how to identify if the correct finisher is installed.

Solution

The model 7255 can accept the following finishers: FS110M, FS111M, and the FS210M. The original FS110, FS111, and FS210 are not compatible with this model. As all the finishers appear the same, identification can be made using either the PCUA number or the serial number prefix.

FS110M PCUA 960327 S/N prefix 14JS
FS111M PCUA 960329 S/N prefix 13YY
FS210M PCUA 960328 S/N prefix 14JT

Solution ID TAUS0627705EN* **Solution Usage** 0

Description

E46-06 only when scanning through the RADF.

Solution

CAUSE: Failed E-RDH memory or Image CB.

SOLUTION: If the machine has additional E-RDH memory installed, remove the memory. If the problem still exists with the memory removed, the Image CB (p/n 56QA-9010) failed and should be replaced.

Solution ID TAUS0627753EN* **Solution Usage** 0

Description

Upon retrieving a scanned document from the IP511A hard drive via FTP command, is the retrieved document deleted from the hard drive and, if not, when is it deleted?

Solution

When using the FTP command to retrieve scanned images, the actual scanned image will remain on the IP511A hard drive until it is deleted via the ScanAutoDelete function setting. To program the machine to automatically delete scanned jobs from the hard drive, perform the following:
1. Press the MODE key to select PRINTER.
2. Press Controller Set on the touchscreen.
3. Press the DOWN arrow one time.
4. Press ScanDataAutoDel on the touchscreen and press OK.
5. Select one of the following options: OFF, 12hour, 24hour, 2days, 4days, 6days, 8days or 10days and press OK.
6. Press the MODE key and select COPY to return to normal mode.

Solution ID TAUS0627831EN* **Solution Usage** 0

Description

Embedded graphics print out as black boxes when printing Adobe* Acrobat* PDF documents using the Visual PostScript* driver.

Solution

CAUSE: The PostScript settings in the driver are not set correctly.

SOLUTION: Check the setting "Use PostScript Pass-through" under Postscript options, in the PostScript tab in the driver properties. The Pass-though setting allows EPS information to flow through the driver without being modified by the driver.

* Trademark ownership information

Solution ID TAUS0627916EN* **Solution Usage** 0

Description

When scanning to the hard drive and selecting PDF as the format, the image can not be viewed or retrieved when using the Konica Minolta TWAIN driver with an applicable software application.

Solution

CAUSE: The Konica Minolta TWAIN driver does not support PDF.

SOLUTION: The Konica Minolta Scantrip utility will function properly when selecting PDF and scan to hard drive. Scantrip is an FTP download utility that allows downloading of files from the hard drive to the workstation.
Notes:
1. Scanning utilities (Scantrip and Scantrip Admin) are now posted on the [[Konica SEC website| URL http://www.sec.konicabt.com/main.html]].
2. Retrieving PDF documents from the hard drive can also be accomplished using Microsoft* Internet Explorer version 5.5 or above. Below is an example of the syntax typed in the address bar of the browser to access the box on the hard drive where the document is stored:
ftp://scan:0001@192.168.2.115
scan = ftp user ID, 0001 = ftp password (box number where documents were scanned), 192.168.2.115 = the TCP/IP* address of the NIC card on the machine.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

* Trademark ownership information

Solution ID TAUS0627948EN* **Solution Usage** 0

Description
Part number for a pin extraction tool for the fuser connector.

Solution
Pin extractor tool (p/n 00TL-3030).

Solution ID TAUS0628012EN* **Solution Usage** 0

Description
Code 74-1 from the E-mail alert system.

Solution
CAUSE: Booklet tray is full.

SOLUTION: Remove the paper from bottom exit of the finisher.

Solution ID TAUS0628013EN* **Solution Usage** 0

Description
Code 74-0 from the E-mail alert system.

Solution
CAUSE: Paper remains at finisher main tray paper exit opening.

SOLUTION: Remove the paper from main tray exit position.

Solution ID TAUS0628015EN* **Solution Usage** 0

Description
Code 71-7 from the E-mail alert system.

Solution
PROBABLE CAUSES:
1. PI unit top cover is open.
Please close finisher top cover.

2. Punch trash box is not installed.
Please set trash basket to trimmer.

Solution ID TAUS0628019EN* **Solution Usage** 0

Description
Code 69-0 from the E-mail alert system.

Solution
CAUSE: Original misfeed.

SOLUTION: Open RADF cover and reload originals.

Solution ID TAUS0628021EN* **Solution Usage** 0

Description
Code 68-0 from the E-mail alert system.

Solution
CAUSE: Special error has occurred.

SOLUTION: Reload 1 original (s) and set again, then press start.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

Solution ID TAUS0628023EN* **Solution Usage** 0

Description
Code 64-0 from the E-mail alert system.

Solution
CAUSE: Original is left in document feeder.

SOLUTION: Remove paper from ADF.

Solution ID TAUS0628025EN* **Solution Usage** 0

Description
Code 61-0 from the E-mail alert system.

Solution
CAUSE: RADF cover is open.

SOLUTION: Please close RADF cover.

Solution ID TAUS0628027EN* **Solution Usage** 0

Description
Code 51-0 from the E-mail alert system.

Solution
CAUSE: Front door is open.

SOLUTION: Please close front door.

Solution ID TAUS0628029EN* **Solution Usage** 0

Description
Code 19-0 from the E-mail alert system.

Solution
CAUSE: LCT door is open.

SOLUTION: Please close LCT front door.

Solution ID TAUS0628031EN* **Solution Usage** 0

Description
Code 17-0 from the E-mail alert system.

Solution
CAUSE: Right side cover is open.

SOLUTION: Please close right side cover.

Solution ID TAUS0628052EN* **Solution Usage** 0

Description
FS210M, Part number for the Up/Down gear/B.

Solution
Up/Down gear/B order (p/n 14JS77020).

Solution ID TAUS0628054EN* **Solution Usage** 0

Description
FS111M, Part number for the Up/Down gear/B.

Solution
Up/Down gear/B order (p/n 14JS77020).

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0628321EN* **Solution Usage** 0

Description
PZ109, can 8.5x11 paper be Z-folded?

Solution
The PZ109 will Z-fold 11x17 or 8.5x14 inch paper. The PZ109 will not Z-fold 8.5x11 paper.
Note: This highly requested accessory is used to twice-fold 11x17 paper (ledger) and 8.5x14 paper (legal) paper inward in order to make the width of the paper the same width as an 8.5x11(letter) piece of paper or to provide the ability to fit that same larger paper inside of three ring binders.

Solution ID TAUS0628325EN* **Solution Usage** 0

Description
PZ109, can 8.5x11R paper be Z-folded?

Solution
The PZ109 will Z-fold 11x17 or 8.5x14 inch paper. The PZ109 will not Z-fold 8.5x11R paper.
Note: This highly requested accessory is used to twice-fold 11x17 paper (ledger) and 8.5x14 paper (legal) paper inward in order to make the width of the paper the same width as an 8.5x11(letter) piece of paper or to provide the ability to fit that same larger paper inside of three ring binders.

Solution ID TAUS0628764EN* **Solution Usage** 0

Description
PK120, J72-43 when punching.

Solution
CAUSE: The PK sensors require a sensitivity adjustment.

SOLUTION: To adjust the PK sensors, perform the following:
1. Open the front door of the finisher and turn the power ON.
2. Remove the PK control board cover (1 screw).
3. On the board there are 5 VRs and 5 corresponding LEDs.
4. For each sensor, turn the VR clockwise until the corresponding LED goes out. Then turn the VR counterclockwise slowly until the LED lights and continue counterclockwise one more graduation after the LED lights. Perform this procedure for all 5 sensors.

Solution ID TAUS0628808EN* **Solution Usage** 0

Description
PZ109, J72-60 when punching.

Solution
CAUSE: Photosensor sensitivity out of adjustment.

SOLUTION: To adjust photosensor sensitivity, perform the following:
1. Power the copier OFF.
2. Open the front door of the PZ109 and clean the size detect board assembly (p/n 13NK-9610).
3. Remove the access panel on the rear cover of the PZ109 to view the PZ CB.
4. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
5. Rotate VR1 clockwise until the corresponding LED goes OFF, and then rotate counterclockwise until the LED goes ON, then 1 graduation past that point.
6. Repeat step 4 for VR2, VR3, VR4, and VR5.
7. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0628929EN* **Solution Usage** 0

Description
PageScope Address Book utility information.

Solution
Konica Minolta Bulletin Number 4658

[[Managing the Address Book| URL http://konicaminolta.jp/pagescope/us/products/products/psabu/index.html]] or the [[Konica FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]]

[[Importing and Exporting Address Book Information| URL http://konicaminolta.jp/pagescope/us/products/products/psabu/function.html]]
Note: To view PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

* Trademark ownership information

Solution ID TAUS0628950EN* **Solution Usage** 0

Description
FS110M, premature message to EMPTY FINISHER TRAY when the tray is only partially at capacity.

Solution
CAUSE: The tray up/down cables are loose which allows the tray to bounce, resulting in a false tray full detection.

SOLUTION: Increase tension on both the front and rear cables equally by loosening the two top pulley bracket screws and lifting the bracket upward.

Solution ID TAUS0628952EN* **Solution Usage** 0

Description
FS210M, premature message to EMPTY FINISHER TRAY when the tray is only partially at capacity.

Solution
CAUSE: The tray up/down cables are loose which allows the tray to bounce, resulting in a false tray full detection.

SOLUTION: Increase tension on both the front and rear cables equally by loosening the two top pulley bracket screws and lifting the bracket upward.

Solution ID TAUS0628953EN* **Solution Usage** 0

Description
FS210M, premature message to EMPTY FINISHER TRAY when the tray is only partially at capacity.

Solution
CAUSE: The tray up/down cables are loose which allows the tray to bounce, resulting in a false tray full detection.

SOLUTION: Increase tension on both the front and rear cables equally by loosening the two top pulley bracket screws and lifting the bracket upward.

Solution ID TAUS0629205EN* **Solution Usage** 0

Description
Can the scan to E-Mail/HDD/FTP be defaulted to TIFF* or PDF?

Solution
To program each scan function and type individually, perform the following:
1. Press the HELP key and then press Key Operator Mode displayed on the touchscreen.
2. Press the down arrow, which is located at the bottom left corner of the touchscreen one time.
3. Select [13: Memory switch setting].
4. Scroll to #51 Scan to E-mail using the arrow icons. Select [Change Setting Contents] to select PDF or Package TIFF as the default.
5. Continue on to memory switches#52 Scan to HDD and #53 and scan to FTP and select the desired format. The Scan to HDD option has a DIVISION TIFF option that will create individual TIFF'S when scanning a set.
6. Press the RETURN key a couple of times to return to normal mode.

* Trademark ownership information

Solution ID TAUS0629501EN* **Solution Usage** 0

Description
When ECM printing, is there a way to have the job print automatically?

Solution
The print job will automatically print providing the ECM user ID and/or password is entered in the driver.

Solution ID TAUS0629525EN* **Solution Usage** 0

Description
How does Konica Minolta prevent security breaches or loss of classified documentation on this model?

Solution
The security technique found in the Security Statement is consistent throughout Konica Minolta's digital product line to prevent unauthorized use of stored data.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0629828EN* **Solution Usage** 0

Description

How to scan to large document jobs or multiple documents into one document.

Solution

To scan many originals or multiple documents into one document perform the following:
1. Press the MODE key to select SCANNER/SERVER mode.
2. Press NETWORK on the touchscreen.
3. PRESS HDD on the touchscreen.
4. Select the entry name or input the entry name and box number using the Address Manual Input option on the touchscreen and press OK.
5. Press the STORE option on the touchscreen.
6. Place originals in the RADF and press START. Continue scanning originals in the RADF and until completed.
7. When all the originals have been scanned, deselect the STORE option and press the START key.
8. One TIF will be created for all the originals scanned.

Solution ID TAUS0630199EN* **Solution Usage** 0

Description

How to enable two counts on the total counter for 11x17 paper.

Solution

To enable two counts on total counter for 11x17, perform the following:
1. Access the 25 mode (power the machine ON while down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Select DIP SW 4 using the up/down arrows at the left.
4. Select bit 7 using the up/down arrows on the right.
5. Select ON.
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0630217EN* **Solution Usage** 0

Description

How many E-mail addresses can be programmed and stored on the 7255?

Solution

A maximum of 1008 E-mail addresses can be programmed and stored.

Solution ID TAUS0630221EN* **Solution Usage** 0

Description

How to scan to FTP anonymously.

Solution

Preliminary Note: To utilize Scan-to-FTP, the IP511A must be connected to a network and have a dedicated (local) FTP server attached.
To configure Scan-to-FTP perform the following:
1. From the main body operation panel, access the PRINTER mode using the MODE key located above the CHECK and HELP keys.
2. On the LCD touch screen, using the arrows on the right, scroll to and select NETWORK SETUP.
3. From NETWORK SETUP, scroll to and select FTP SETUP.
4. Select FTP PORT NUMBER.
5. Set the PORT number to match that of the FTP server, default is 21.
6. Select FTP TIMEOUT.
7. Set the TIMEOUT as desired between 1 and 60 seconds, the default is 15.
8. Press CANCEL once.
9. Scroll to and select UPDATE NIC.

Note: The UPDATE NIC selection will be unavailable (grayed out) if no changes were made to the FTP PORT NUMBER or TIMEOUT.
10. Select YES.
11. Enter the necessary NIC password. The default is [sysadm] all lower case.

Note: The LCD will display PRINTER INITIALIZING.
12. After the printer initializes, and READY TO PRINT is displayed again, power OFF/ON the main power switch (SW1) located on the left rear corner of main body for at least 10 seconds.
13. After the printer has come back to READY, from the main body operation panel, access the SCANNER/SERVER mode using the MODE key located above the CHECK and HELP keys.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

14. On the LCD touch screen, select SCAN TO NETWORK.
15. Select FTP.
16. Select ADDRESS MANUAL INPUT.
17. Enter a PROFILE NAME; this name can be any alphanumeric name up to 10 characters long. This name will display in the TRANSMISSION OBJECT window.
18. Enter the HOST ADDRESS; this is the TCP/IP address of the FTP host server. For example, with the following ftp URL; ftp://username:password@FTP.KONICABT.COM/, communication with the host server; FTP.KONICABT.COM, is made via TCP/IP, therefore this TCP/IP address is entered in the HOST ADDRESS field.
19. Enter the FILE PASS (path) by entering a backslash as the path of the folder the documents will be scanned to. The FTP software knows where to send the document, so the path is not needed.
20. Press the ANONYMOUS key.
21. In the password field any combination of numbers or characters will work and it does not matter what is entered there. An entry is needed as you can not exit the screen without a password inserted.
23. Press the [ENTRY] key to register (save) the information that was entered.

Note: The FTP software must be set up for anonymous log in.

* Trademark ownership information

Solution ID TAUS0630367EN* **Solution Usage** 0

Description

What are the minimum and maximum message sizes that can be set for Scan to E-mail?

Solution

The minimum message size is 1MB and the maximum message size is 10MB.

Solution ID TAUS0630468EN* **Solution Usage** 0

Description

'This device does not support scanning function' error message when retrieving address book utilizing PageScope Address Book utility.

Solution

CAUSE: The engine address book was trying to download via the IP controller network port.

SOLUTION: To download or upload address book information, connect to the engine network port. To configure the TCP/IP* address on the engine, perform the following:

1. Press HELP (?) to access Key Operator mode.
2. Press (1. System Initial)
3. Set engine TCP/IP address, subnet mask and gateway.
4. Exit key operator mode.
5. Download the address book from the engine.

* Trademark ownership information

Solution ID TAUS0630587EN* **Solution Usage** 0

Description

PZ109, hole punch availability.

Solution

A 2-hole and 3-hole punch system is selectable.

Solution ID TAUS0630840EN* **Solution Usage** 0

Description

Scan to E-mail, FTP or box. The 400/600 DPI settings are grayed out.

Solution

CAUSE: Incorrect settings.

SOLUTION: Go into 25 mode. Switch number 21-7 must be set to 0 to enable 400/600 DPI scanning.

Solution ID TAUS0638581EN* **Solution Usage** 0

Description

J72-30 as the papers are exiting the finisher.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution

CAUSE: Incorrect finisher is installed.

SOLUTION: The model 7255 can accept the following finishers: FS110M, FS111M, and the FS210M. The original FS110, FS111, and FS210 are not compatible with this model. As all the finishers appear the same, identification can be made using either the PCUA number or the serial number prefix.

FS110M PCUA 960327 S/N prefix 14JS
FS111M PCUA 960329 S/N prefix 13YY
FS210M PCUA 960328 S/N prefix 14JT

Solution ID TAUS0638629EN* **Solution Usage** 0

Description

How many characters can be used when entering an E-Mail address?

Solution

The E-Mail address can contain a maximum of 60 characters/numbers.

Solution ID TAUS0638675EN* **Solution Usage** 0

Description

How many boxes can be created and stored with the scan to HDD feature?

Solution

A total of 48 boxes can be programmed with a range of from 0001 to 9998.

Note: As a reference, number 9999 box is used by KRDS.

Solution ID TAUS0638759EN* **Solution Usage** 0

Description

What is the N Scanner count listed on the management list 2?

Solution

Every time the start key is pressed this is logged by the N Scanner counter in the management list 2.

Solution ID TAUS0638822EN* **Solution Usage** 0

Description

How to adjust the time out for ECM.

Solution

The reset time out for ECM follows the Auto Reset Timer, No. 01 of Memory Switch Settings in the Key Operator Mode. To adjust the time out for ECM, perform the following:

1. Press the HELP key on the control panel.
2. Select the KEY OPERATOR MODE.
3. Scroll down once using the down arrow key.
4. Select #13 MEMORY SWITCH SETTINGS.
5. Select #01 AUTO RESET TIMER (This should all ready be highlighted).
6. Select CHANGE SETTING CONTENTS for the desired auto reset time for ECM.

Solution ID TAUS0638834EN* **Solution Usage** 0

Description

Is UNIX* printing supported?

Solution

The self contained NIC print server will handle print jobs sent with the "lp" command from most UNIX environments. However, most "lp" options (designated with the '-o') are not supported by this printer. This printing solution allows for output of ASCII text (no special features i.e. duplex, tray calls, and finishing features) only.

If the user is running an application on their UNIX server that emulates PCL* driver output from a non-Konica Minolta driver (i.e. HPIII driver output). Special features will not be available without the use of a third-party print server such as the i-Data EasyCom* which can be programmed to search for and replace non-Konica Minolta driver PCL with the correct Konica Minolta PCL output.

Konica Minolta also offers a PostScript* print utility called KP for from most UNIX environments that supports some of the "lp" options. This utility allows printing with special features but requires the IP unit to be equipped with the PostScript upgrade. This utility may or may not be compatible with the customers UNIX application. It is recommended to download and install the utility on the UNIX server and test to determine if the customers' application can access the utility prior to recommending this as a printing solution.

The KP utility can be downloaded from [[http://www.sec.konicabt.com| URL http://www.sec.konicabt.com]]

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

KP Utility Users Reference Guide for UNIX.
Note: To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0639443EN* **Solution Usage** 0

Description
How to enable/disable the banner page generated by the main body.

Solution
To enable/disable the banner page, perform the following:
1. Press the mode key and select Printer mode.
2. Press Controller set.
3. Banner page is the top item and is already highlighted. Press OK.
4. Select either OFF or ON and press OK.
5. Press cancel to return to the normal printer screen.

Solution ID TAUS0639447EN* **Solution Usage** 0

Description
Banner pages are being generated even with all banner selections/options disabled.

Solution
CAUSE: The NIC firmware is corrupted.

SOLUTION: Reset the NIC to factory settings and upgrade to the latest level firmware version. To reset the IP511 NIC to factory settings, perform the following:
1. Power down the IP unit and remove the small rear IP511 cover.
2. Set jumper OP2 to the lower 2 pins (bottom and middle) for factory initialization.
3. Power the IP unit ON and leave it on for five minutes.
4. Power down the IP unit and reset jumper OP2 to the upper 2 pins (upper and middle).
5. Install the rear cover.
6. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.

Solution ID TAUS0639514EN* **Solution Usage** 0

Description
How to copy a two-sided, small size original (i.e., a check, insurance card, ID card, etc.) onto the same side of a copy.

Solution
To copy a two-sided, small size original onto only one side, perform the following:
1. In Copy mode, press Application on the LCD.
2. Press Stamp/Overlay.
3. Press Overlay and then OK.
4. Press OK to accept setting.
5. Lift the RADF and place the original in the upper left corner of the platen glass.
6. Select 1:1 as the magnification.
7. Press Start to scan the first side.
8. Flip the original and place in a location away from where the first side was at. Press Start to scan the second side.
9. Press Store on the LCD to save the scanned images.
10. Press Start to print the scanned images.

Solution ID TAUS0639520EN* **Solution Usage** 0

Description
What is the part number for the paper exit tray?

Solution
The paper exit tray comes in two pieces, paper exit tray/1 (p/n 40AA12121) and paper exit tray/2 (p/n 40AA12130).

Solution ID TAUS0639604EN* **Solution Usage** 0

Description
A status page is not printed at power up and also can not be printed from the web utility when browsing to the NIC.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution

CAUSE: ECM mode is enabled.

SOLUTION: Temporarily disable ECM mode if a status page is needed. All of the information on the status page can be viewed when browsing to the NIC so disabling ECM mode is not required.
.

Solution ID TAUS0639918EN* **Solution Usage** 0

Description

FS110, Spare parts setting of new stapler jig.

Solution

See T20040115A1 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0639920EN* **Solution Usage** 0

Description

FS210, Spare parts setting of new stapler jig.

Solution

See T20040115A1 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0640208EN* **Solution Usage** 0

Description

Bluetooth* wireless printing available.

Solution

Konica Minolta recommends ANYCOM Bluetooth Products. Bluetooth wireless printing users have the ability to print high quality images from laptops, tablets, PDAs or desktop PCs without the need for line-of-sight from up to 30-100 feet away.
A Bluetooth [[PC Card|URL http://techweb.konicabt.com/tpm/media/AnyCom_PC_Card.pdf]] or [[USB adapter|URL http://techweb.konicabt.com/tpm/media/AnyCom_USB_adapt.pdf]] is installed as the transmitting device on the laptop, tablet, PDA or desktop PC and a [[Printer Module|URL http://techweb.konicabt.com/tpm/media/AnyCom_Printer_adapt.pdf]] (receiver) is installed on the parallel port of the print device. Using standard printer drivers, print jobs may be sent directly to the printer from these devices.
Bluetooth is the ideal solution for mobile professionals or the business traveler, allowing them to print to virtually any printer with a parallel port. Bluetooth can also be a huge convenience for print-for-pay customers when time is of the essence. Vendors providing print-for-pay services can equip a printer with the printer module and either loan the
USB or PC Card adapter to the customer, or allow them to purchase the adapters. This eliminates the inconvenience of having to save to floppy disk or CD-R, the potential for
viruses and associated cost when using rental PCs, and the need to wait in line during peak periods to use these services. It also eliminates formatting problems that can be
encountered when using different versions of word processing and spreadsheet programs.
Notes:
1. Bluetooth print devices use a standard Centronics* interface. Certain external print controllers utilize a DB25 interface. A DB25-to-Centronics adapter is required for Bluetooth printing on these devices and must be purchased from a third- party supplier.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0640225EN* **Solution Usage** 0

Description

How to input E-mail addresses from a PC to the 7255.

Solution

To input E-mail addresses from a PC to the 7255, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys and power the unit ON) or hold the P key down until the message 'Enter 4-digit Password To Change' is displayed.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Note: The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start Print button.
3. Select [1] (Software SW setting).
4. Using the left arrow, scroll until 22 is displayed.
5. Ensure 22-00 is displayed and then press ON.
Note: SW22-00 must be on to enable the TCP/IP* address setting for the 7165 internal NIC.
6. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
7. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch [1] System Initial Setting.
8. Select [3] TCP/IP address Setting.
9. Enter the IP address, Subnet Mask and Gateway and press OK. Power the machine OFF/ON to store the new settings.
10. Attach the main body NIC to the network and browse to the NIC using the TCP/IP address.
11. Select Copier Setup.
12. Enter the Key Operator password and select APPLY. If a Key Operator password is not assigned, enter 0000 and select APPLY.
13. Select Scan Transmission Setting.
14. Enter the name and E-mail address to be registered and select Registration.
15. The E-Mail address is now set on the main body.
Note: As an alternative, register the HDD and FTP information from the same screen.

* Trademark ownership information

Solution ID TAUS0640625EN* **Solution Usage** 0

Description
How many E-mail addresses can be programmed via the Email-Address-Export-Tool?

Solution
A maximum of 1008 E-mail addresses can be programmed via the Email-Address-Export-Tool.

Solution ID TAUS0640637EN* **Solution Usage** 0

Description
Horizontal black lines and abnormal noise.

Solution
See Bulletin Number 5006 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0640877EN* **Solution Usage** 0

Description
Unable to print using finisher features after updating from Mac* version 9.x to Mac version 10.3.x.

Solution
CAUSE: The 10.2.x Mac driver was installed and will not operate correctly in a Mac 10.3.x environment.

SOLUTION: Download and install the Mac 10.3.x driver. This driver is located on KonicaMinolta's [[FTP site|URL ftp://kbtdigital:kx15@ftp.konicabt.com]].

* Trademark ownership information

Solution ID TAUS0640932EN* **Solution Usage** 0

Description
Information for parts number (accessory parts).

Solution
See KOM050104 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0640974EN* **Solution Usage** 0

Description

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Parts Correction - Pressure Spring.

Solution

See KOM050126 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0641229EN* **Solution Usage** 0

Description

Thermostat replacement precautions for all models using Faston Terminals.

Solution

CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0641442EN* **Solution Usage** 0

Description

Safety Issue - Release of bottom cover plate to prevent injury if a finger is inserted into the right rear caster mounting area when the engine is lifted.

Solution

See Bulletin Number 5008 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0641571EN* **Solution Usage** 0

Description

Is the TWAIN driver compatible with Macintosh*?

Solution

The TWAIN driver is not compatible with Macintosh.

* Trademark ownership information

Solution ID TAUS0641601EN* **Solution Usage** 0

Description

FS111, J72-17 and/or J72-18 with jamming at the bypass gate. Jamming does not occur unless copies/prints are being directed into the stacker for stapling and/or folding.

Solution

CAUSE: The travel limit of the bypass gate is set by 2 rubber pads on the "gate" (located just above the bypass gate). On some machines these pads do not allow the bypass gate to move far enough when its solenoid (SD5) fires. Adjusting the positions of the solenoids does nothing to correct this. Either a gate is warped or the pads are too large.

SOLUTION: Removing the pads will resolve the jamming, though a noise will be heard each time the bypass solenoid fires (once per set on all sets after the first one). Replacing the gate (p/n 12QR45292), bypass gate (p/n 12QR45301) and pads (2) (p/n 129u45170) should solve the problem and eliminate the noise.
SPECIAL NOTE: Solution provided by Stephen Hooker, KMBS SAN FRANCISCO

Solution ID TAUS0641835EN* **Solution Usage** 0

Description

How to change or delete a programmed scanned to HD box number.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution

To change, delete/remove a previously programmed E-mail address, perform the following:
1. Press the HELP key.
2. Press KEY OPERATOR MODE as indicated on the touchscreen.
3. Press the DOWN arrow one time.
4. Select [19] (Scan transmission setting).
5. Select HDD on the touchscreen.
6. Select the Box and then select CHANGE or DELETE.
7. Press OK and then RETURN to return to normal operating mode.

Solution ID TAUS0641953EN* **Solution Usage** 0

Description

FS110, Up/down gear/A intersection change.

Solution

See KOM050109 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0641957EN* **Solution Usage** 0

Description

FS210, Up/down gear/A intersection change.

Solution

See KOM050109 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0642031EN* **Solution Usage** 0

Description

Scantrip Admin utility information.

Solution

Scantrip Admin is an enterprise-level administration tool for Konica's Scan-to-Disk feature. Groups of images from multiple scanner/print engines can be retrieved and deleted with Scantrip Admin. The Scan-to-Disk activity can be checked and the information saved to file for audit purposes. Scantrip Admin can even be used to perform a back up of the Scan-to-Disk file system.
Konica's Scan-to-Disk technology allows scanning of documents from the print engine's platen glass or the document feeder directly to file where it is stored in a mailbox on the print engine's internal hard disk. For details on Konica's Scan-to-Disk technology, please refer to the Konica print engine's documentation.
Scantrip Admin functions as a general user tool as well as an administration tool. It allows retrieval and deletion of image files (created with the print engine's Scan-to-Disk feature) from a personal mailbox. These user-level operations can be performed manually or automatically (with the Auto-Polling feature).
Note: Scanning utilities (Scantrip and Scantrip Admin) are now posted on the [[Konica SEC website| URL http://www.sec.konicabt.com/main.html]].

Solution ID TAUS0642077EN* **Solution Usage** 0

Description

FS111, not recognized.

Solution

CAUSE: ICP6 on the finisher CB is open. ICP6 is the 5V DC ICP.

SOLUTION: Check the 5V DC loads supplied by ICP6 for a short to ground. If no shorts are detected, replace the finisher CB (p/n 13TQ-9010).

Solution ID TAUS0642193EN* **Solution Usage** 0

Description

DF322, commonization of parts (guide/roller).

Solution

See KOM050365 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0642207EN* **Solution Usage** 0

Description
DF322, commonization of parts (driving unit/guide).

Solution
See KOM050376 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0642216EN* **Solution Usage** 0

Description
DF322, correction for Parts Guide Manual (guide/roller).

Solution
See KOM050381 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0642243EN* **Solution Usage** 0

Description
FS110, countermeasure of compression buckling of needle (Cartridge case).

Solution
See KOM050397 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0642248EN* **Solution Usage** 0

Description
FS210, countermeasure of compression buckling of needle (Cartridge case).

Solution
See KOM050397 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0642317EN* **Solution Usage** 0

Description
J51-01.

Solution
CAUSE: Photosensor dislodged on the lower paper lift plate of the bypass tray.

SOLUTION: Reinstall photosensor to its original position.
SPECIAL NOTE: Solution provided by Edmond Howell, KMBS SAN ANTONIO

Solution ID TAUS0642372EN* **Solution Usage** 0

Description

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

When browsing to the main body NIC, the pictures or boxes are corrupt and only text is displayed.

Solution

CAUSE: Show Pictures is not selected in Microsoft* Internet Explorer.

SOLUTION: To enable Show Pictures in Internet Explorer, perform the following:
1. Right click on IE and select Properties.
2. Select the Advanced tab.
3. Scroll until Show Pictures is displayed, select it and apply it.

* Trademark ownership information

Solution ID TAUS0642459EN* **Solution Usage** 0

Description

Banner pages are being generated even with all banner selections/options disabled.

Solution

CAUSE: The NIC firmware is corrupted.

SOLUTION: Reset the NIC to factory settings and upgrade to the latest level firmware version. To reset the IP511A NIC to factory settings, perform the following:
1. Power down the IP unit and remove the small rear IP511A cover.
2. Set jumper OP2 to the lower 2 pins (bottom and middle) for factory initialization.
3. Power the IP unit ON and leave it on for five minutes.
4. Power down the IP unit and reset jumper OP2 to the upper 2 pins (upper and middle).
5. Install the rear cover.
6. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.

Solution ID TAUS0642636EN* **Solution Usage** 0

Description

Print jobs are stuck in the queue as the Microsoft* Windows server or workstation is waiting for machine status to change to ready (from the feedback condition of Add Paper - for example).

Solution

CAUSE: SNMP status enabled on the print driver installed on the server. With this enabled the print queue constantly monitors SNMP printer feedback (door open, paper tray empty, etc.). The feedback from the machine may not be in real time resulting in locking the print queue on the server or workstation hosting the printer.

SOLUTION: Disable SNMP status on the print driver.
1. From the printers folder, highlight the printer object, right click and select properties.
2. Select Ports
3. Configure Port.
4. Uncheck SNMP Status Enabled.

* Trademark ownership information

Solution ID TAUS0642679EN* **Solution Usage** 0

Description

Intermittent SC46-13.

Solution

CAUSE: The image control board or the NVRAM has failed.

SOLUTION: Replace the image control board (p/n 56QA-9010) or the NVRAM board.
Note: An additional symptom is blank copies with lines when scanning from the glass.

Solution ID TAUS0643319EN* **Solution Usage** 0

Description

Does the 7255 toner cartridge fit into the Di5510? Has Konica Minolta changed the toner cartridge to fit in both machines?

Solution

The 7255 toner cartridge does not fit into the Di5510.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0643364EN* **Solution Usage** 0

Description
How to configure the IP511A for scan to E-mail to function with a mail server using exclusively WEBMAIL and not POP3 or IMAP.

Solution
The IP511A supports only SMTP server types exclusively. WEBMAIL, POP3 and IMAP are not supported. Please check with a Network Administrator in regards to having this functionality enabled on the mail server. If this is not possible an alternate server environment will need to be used to support scanning to E-mail.

Solution ID TAUS0643588EN* **Solution Usage** 0

Description
The paper lift mechanism in the large capacity paper cassette is overdriving.

Solution
CAUSE: There are two interlock switches used to interrupt power to the lift tray motor M101. The two interlock switches are the lift tray interlock MS101 that opens when the large capacity cassette top cover is opened and the lift tray interlock switch MS102 that is opened when the paper in the tray pushes against the paper feed roller. A spring attached to the top cover and the paper feed roller unit is used to move the paper feed rollers out of the way of the lift tray; to aid in the insertion of new paper when the paper supply runs out. This spring, by moving the paper take up rollers out of the way of the paper path, prevents the paper stack from engaging the paper feed roller if it should be lifted by the activation of the lift tray motor M101. This prevents the lift tray interlock switch MS102 from opening up and cutting power to the lift tray motor M101. If the lift tray interlock switch MS101 is 'cheated', the result is the lift tray motor M101 not stopping and the paper lift continues until catastrophic damage is generated in the tray lift mechanism.

SOLUTION: If it is required to override the lift tray interlock switch MS101, it will be necessary to remove the spring connecting the top cover and the paper feed unit. Open the top cover and remove the spring from the paper feed unit. Once the spring has been removed the paper feed rollers will lower into a position so that when the lift tray interlock switch MS101 is 'cheated' and the paper begins to be lifted by the lift tray motor MS101, the power supplied to the motor will be interrupted as soon as the paper stack engages the paper feed roller and the lift tray interlock switch MS102.

Solution ID TAUS0643807EN* **Solution Usage** 0

Description
After installing the 2-hole/3-hole punch option, only the 3-hole selection is available on the LCD panel under "Output Application" == "Punch".

Solution
CAUSE: The installation instructions for the punch option fails to indicate that DIPSW 22-5 must be switched to "ON" to enable Automatic Hole Punch Switching.

SOLUTION: Access the 25 service mode by holding the 2 and 5 keys down wile powering on the copier. Select [1] Software Switch Setting. Change DIPSW 22 pit number 5 to "ON". Power OFF/ON to reinitialize the copier. Both 2-hole and 3-hole options will now be available under "Output Application" == "Punch".

Solution ID TAUS0643812EN* **Solution Usage** 0

Description
SC70-01 on power up after new installation of the FS111 finisher.

Solution
CAUSE: This issue is caused by a communication problem between the finisher and copier. In most cases this is due to having the incorrect finisher installed. There are two variants of FN115/FS111. The first variant is the FN115/FS111M (Item #4376-622) which can be connected with the Di5510/7255 and Di7210/7272. The second variant is the FN115/FS111 (Item #4376-612) which can be connected with the Di850/7085. The problem is generated when the FN115/FS111M for the Di5510/7255 is used with the Di850. The FN115/FS111M finisher can easily be identified by the addition of a 4" to 6" wire harness included with the installation hardware that comes with finisher.

SOLUTION: If an incompatible finisher (FN115/FS111M) being connected to a Di850 the finisher, it can be made to work by first omitting the installation of the additional wire harness and then downgrading the firmware in the finisher to a version that is compatible with the Di850. Please reference service bulletin 4498A which indicates the latest compatible version of EPROM (p/n 7664-4377-01) for the Di850/7085 and the FN115/FS111.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0643821EN* **Solution Usage** 0

Description
How to change the default file format in Scan to E-Mail between PDF and TIFF.

Solution

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Switching of the file default format is accomplished by configuring software dipswitches 51 thru 53.

Solution ID TAUS0645263EN* **Solution Usage** 0

Description
E49-01 at power up.

Solution
CAUSE: If the main power switch of the 7165 main body is powered OFF/ON too soon, this may cause the IP511 not to shut down properly or reboot; causing a communication error between the main body and controller.

SOLUTION: After powering OFF the 7165 main power switch, wait for approximately 10 seconds before switching it ON. This is described in the User's Manual.

Solution ID TAUS0646801EN* **Solution Usage** 0

Description
Part number for the Pressure Lever Shaft. The shaft is indicated in the Fuser Unit-G section of the parts manual with a dashed line to the left of cam #3.

Solution
The part number for the Fuser Pressure Lever Shaft is 55TA53600.

Solution ID TAUS0647976EN* **Solution Usage** 0

Description
FS210M, J72-29 as the paper exits into the finisher main tray.

Solution
CAUSE: The wiring harness going to PS706 has fatigued causing an internal open condition within the harness.

SOLUTION: Replace the harness (p/n 313QE90011).

Solution ID TAUS0648152EN* **Solution Usage** 0

Description
The copier keeps running.

Solution
CAUSE: Memory or processing problem. The copier needs to be shut down and re-started.

SOLUTION: Please verify that the machine's firmware is up to date. The copier should be initialized. To do this, follow the steps below:
1. Enter the "25" mode and set soft switch 31-0 "OFF."
2. Enter the "47" service mode and enter code 93-00.
3. Press the "Start" key to activate the initialization process.
4. With the proper still on, remove the power cord from the wall outlet.
5. Wait 3 minutes and then turn off the copier's power switch.
6. Return the plug into the wall outlet and turn on the copier.
7. Enter the "25" mode and set soft switch 31-0 "ON."

Solution ID TAUS0648548EN* **Solution Usage** 0

Description
When scanning an 8.5x11 inch document using either PDF or TIF via E-Mail, HDD or FTP, the received document indicates a size of 8.48x10.96.

Solution
CAUSE: This is a known product limitation.

SOLUTION: Konica Minolta will not address this issue on current products, however a correction will be pending on future products.

Solution ID TAUS0648559EN* **Solution Usage** 0

Description
J32-04 when making copies; especially with legal and letter-R originals.

Solution

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

CAUSE: Problem with ADU.

SOLUTION: Replace the ADU Open/Shut (p/n 56AA- 51102).

Solution ID TAUS0648730EN* **Solution Usage** 0

Description
When duplexing 8.5x11 paper, the second side is upside down.

Solution
CAUSE: The binding mode in OUTPUT APPLI is set to UP BINDING instead of RIGHT/LEFT BINDING.

SOLUTION: To set the binding mode to RIGHT/LEFT BINDING, perform the following:
1. Press OUTPUT APPLI on the touchscreen.
2. Select RIGHT/LEFT BINDING and press OK.

Solution ID TAUS0648732EN* **Solution Usage** 0

Description
When using the 1:2 mode copying 8.5x14 or 11x17, the second side is upside down.

Solution
CAUSE: Original direction was not selected in the [SPECIAL ORIGINAL] mode.

SOLUTION: To change the original direction perform the following:
1. On the touchscreen select [SPECIAL ORIGINAL].
2. Special original window will be displayed.
3. On the far left of the touchscreen highlight the ORIG. DIRECTION that is desired for the copy job.
4. Select [OK] on the bottom of the right on the touchscreen to return to the copy screen.

Solution ID TAUS0649040EN* **Solution Usage** 0

Description
FS210M, SC77-03 at power up.

Solution
CAUSE: Failed finisher CB, which results in loss of power to the tray up/down motor (M705).

SOLUTION: To check the operation of the alignment motor (upper HP search) motor, perform the following:
1. Access the 47 mode, output code 075, P-08-P.
2. Press the START key. The main tray should drive to the lower position.
3. If, the main tray fails to lower replace the finisher CB (p/n 14JS-9010). Also, as an added precaution it is advisable to replace the tray up/down motor (p/n 129U80030) since the motor may be the cause for the board failure.

Solution ID TAUS0649104EN* **Solution Usage** 0

Description
New parts (blade support spacer).

Solution
See KOM051624.pdf for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0649135EN* **Solution Usage** 0

Description
FS110, countermeasure against interference of the stacker.

Solution
See Bulletin 5188 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0649138EN* **Solution Usage** 0

Description
FS210, countermeasure against interference of the stacker.

Solution
See Bulletin 5188 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0649213EN* **Solution Usage** 0

Description
SC 56-04 code is displayed after installing the HDD.

Solution
CAUSE: The incorrect HDD has been installed. The HDD from the IP-511 and IP-511A are not the same.

SOLUTION: Confirm that part number 14KX-9040 is used when installing a replacement HDD in the IP-511A.

Solution ID TAUS0649480EN* **Solution Usage** 0

Description
J17-10 during copy mode.

Solution
CAUSE: The ADU DB or PS44 (registration) failed.

SOLUTION: To check PS44, perform the following:
1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 23, press P-3-P.
2. Actuate PS44 and watch for a change of state at the control panel.
3. If there is no change of state, replace PS44 (p/n 08AA85510). If there is a change of state, replace the ADU DB (p/n 56QA-9040).

Solution ID TAUS0649560EN* **Solution Usage** 0

Description
FS-110, Caution while servicing the finisher.

Solution
See Bulletin 5227 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0649630EN* **Solution Usage** 0

Description
PROBLEM: SC 77-54 is displayed when trying to output punched sets with the FN-113 or FN-122 finisher. The code appears only when attempting punch.

Solution
PROBABLE CAUSES:
1. The punch motor pulse sensor (PC15) has failed.
2. The Finisher Control Board (PWB-A) has failed.
3. The punch motor (M11) has failed.

SOLUTION:
To troubleshoot the SC 77-54 code, verify that the M11 (punch motor) is turning. To do this, initiate a punch operation and watch the motor. If the motor turns and then gives a code, replace PC15 (punch motor pulse sensor) . If the M11 (punch motor) is not turning replace the PWB-A (Finisher Control Board). If issue persists the M11 punch motor) should be replaced.

Note: Part Numbers:
PC14 = 4640-0902-01
M11 = 4643-0751-01

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

PWB-A = 4698-0101-01 PWB (the same for FN-113 and FN-122). Change EPROM from original board since ROM is different.

Solution ID TAUS0650012EN* **Solution Usage** 0

Description
Blank display with timer LED flashing.

Solution
CAUSE: A new image processing board has been installed.
Note: New image processing boards are not normally pre-flashed with firmware.

SOLUTION: To flash the image processing board, perform the following:
1. With the 7255 powered OFF, connect laptop PC to the ISW connector.
2. Power ON the 7255 (timer LED flashing).
3. Send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

Solution ID TAUS0650207EN* **Solution Usage** 0

Description
New Item # for the 250K PM Kit for bizhub 7272/7255.

Solution
See Bulletin 05-GB-115 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0651116EN* **Solution Usage** 0

Description
How to input the network path when setting up IPP for Microsoft* Windows 9x, ME, 2000, XP or 2003.

Solution
To input the network path for IPP, perform the following:
1. Click Start, choose Settings, and then choose Printers.
2. In the Printers window, double-click the icon for the print driver.
3. Choose Properties from the File menu.
4. Click the Details tab, and then click Add Port. The Add Port dialog box will appear.
5. Enter the network path for the printer as follows: http://IP address or DNS name:631/ipp.
6. Click OK.

Note: IPP printing across a router requires port numbers 631 and 80 to be unblocked.

* Trademark ownership information

Solution ID TAUS0651712EN* **Solution Usage** 0

Description
Unable to fold and stitch when printing from Microsoft* Publisher using the PCL* driver.

Solution
CAUSE: Incomplete system software is installed on the IP511A.

SOLUTION: A patch upgrade is needed for the IP511A to properly honor the fold and stitch command. This patch file can be found on the Konica Minolta FTP site .

* Trademark ownership information

Solution ID TAUS0651753EN* **Solution Usage** 0

Description
How to input E-mail addresses from a PC to the 7255.

Solution
To input E-mail addresses from a PC to the 7255, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys and power the unit ON) or hold the P key down until the message 'Enter 4-digit Password To Change' is displayed.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Note: The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start Print button.
3. Select [1] (Software SW setting).
4. Using the left arrow, scroll until 22 is displayed.
5. Ensure 22-00 is displayed and then press ON.
Note: SW22-00 must be on to enable the TCP/IP* address setting for the 7165 internal NIC.
6. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
7. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch [1] System Initial Setting.
8. Select [3] TCP/IP address Setting.
9. Enter the TCP/IP address, Subnet Mask and Gateway and press OK.
10. Attach the main body NIC to the network and browse to the NIC using the TCP/IP address.
11. Select Copier Setup.
12. Enter the Key Operator password and select APPLY. If a Key Operator password is not assigned, enter 0000 and select APPLY.
13. Select Scan Transmission Setting.
14. Enter the name and E-mail address to be registered and select Registration.
15. The E-Mail address is now set on the main body.
Note: As an alternative, register the HDD and FTP information from the same screen.

* Trademark ownership information

Solution ID TAUS0652373EN* **Solution Usage** 0

Description
Intermittent blank copies when copying or printing.

Solution
CAUSE: A failed Image Control Board or Write Unit.

SOLUTION: Review the jam code list for any 46-12 or 46-13 codes. Replace the IMCB for these codes. If no codes are displayed the problem may also be caused by a failed Write unit. Replace the image CB (p/n 56QA-9011) as necessary. If the problem is not resolved, replace the write unit (p/n 56QA-6500).

Solution ID TAUS0653094EN* **Solution Usage** 0

Description
Changes made to copier initial settings (in key op mode) are lost after the panel reset button is pressed. The settings revert to the factory defaults.

Solution
CAUSE: Incorrect memory switch setting.

SOLUTION: To retain copier initial settings, perform the following:
1. Enter key op mode.
2. Go to memory switch setting.
3. Change memory switch 2 to "initial setting."
4. Return to key op mode.
5. Go to copier initial setting and make desired changes.
6. Exit key op mode.

Solution ID TAUS0653695EN* **Solution Usage** 0

Description
Scan to E-Mail intermittently will lock the NIC after a scan to E-mail.

Solution
CAUSE: The DNS name is used/input in the SMTP server setting.

SOLUTION: Change the DNS name to the SMTP TCP/IP* address.

* Trademark ownership information

Solution ID TAUS0654169EN* **Solution Usage** 0

Description
What is the part number for the toner hopper assembly/toner supply unit? The part is illustrated in the field service manual, but no part number is indicated.

Solution
Toner Supply Unit (p/n 4396-1328-01).
Note: The addition of this part number was added via the Field Service Bulletin 4810. Please update your Field Service Parts Manual.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

Solution ID TAUS0654680EN* **Solution Usage** 0

Description
PI110, J72-35, new establishment of the multifeed preventing sheet/2.

Solution
Refer to Bulletin #5452.pdf for details.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0654856EN* **Solution Usage** 0

Description
Recommended transparency, 7255.

Solution
The standard transparency is PCUA 946427 (equivalent to the 3M* type PP2500 688/503).
The following are alternate high temperature transparencies that are also recommended:
3M* type PP2950
3M* type CG5000
Note: Konica recommends feeding transparencies through the bypass tray to reduce the occurrence of misfeeding.

* Trademark ownership information

Solution ID TAUS0655341EN* **Solution Usage** 0

Description
In Microsoft* Publisher 2002/2003, publications/records are not individually collated and stapled when duplexing and using the mail merge feature of Publisher.

Solution
CAUSE: Registry edit required.
WARNING: Incorrectly editing the registry may severely damage the system. Before making changes to the registry, back up any valued data on the computer. Konica Minolta is not responsible for any system errors that may result from using a registry editor incorrectly.

SOLUTION: Microsoft Publisher can be enabled to individually collate, staple and duplex publications/records when using the mail merge feature of Publisher through a registry edit. This can be done either manually or by a script.
To manually edit the registry, open the Registry Editor by clicking Start, click Run, type regedit, and then click OK. Go to:
1. HKEY_CURRENT_USER\Software\Microsoft\Office\ \Publisher\Printing.
2. Right-click on the Printing folder, select New= String Value.
2. Create new "string value" called: NumberOfRecordsPerBatch.
3. Double-click and set the Value Data to 1. Instead of grouping records together into groups of 10 (Publisher default) to send to the printer, the records are now sent in groups of 1 (i.e., each document is sent separately).
Note: A value for this size setting can be set between 0 and 99999.

To update the registry 'automatically' from a script:
1. Download the script from [[http://ed.mvps.org| URL http://ed.mvps.org/20031Rec.reg]].
2. Save the REG file to the Desktop.
3. Double-click on the icon, and then click on Yes to the question, 'Are you sure you want to add the information in C:DOCUME~1\administrator account \Desktop\20031Rec.reg to the registry?'
4. The new value will be added to the registry.
Notes:
a. Refer to [[Windows registry tips and guidelines|URL http://techweb.konicabt.com/tpm/media/registry_guide.pdf]] for additional information.
b. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0656206EN* **Solution Usage** 0

Description
Mail Merge staples all pages together, but end user would like to separate mail merge into separate jobs based by name or address.

Solution
Download and import [[word_mail_merge_printing|URL http://techweb.konicabt.com/tpm/media/word_mail_merge_printing.pdf]] into normal.dot. Set up the driver you want to use as the default and then set the finishing features desired in Printing Preferences. Run normal.dot under macros, you should be presented with a question of how many sections are in the merge (i.e., how many pages before the next name or address in the merge).

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0656294EN* **Solution Usage** 0

Description
SAP Device Types Availability.

Solution
Refer to Bulletin #06-GB-039.pdf for details.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0656488EN* **Solution Usage** 0

Description
How to load 32 bit XP drivers on a Windows* 2003 64 bit server for driver migration to the 32 bit clients.

Solution
32 bit driver files are not recognized when attempting to load on a 64 bit system, therefore the files must be pulled from a 32 bit system in order to add additional driver support on a 64 bit server.

1. After installing the PCL, PS(Visual), PS(Plug-in) or PS(Adobe*) driver on the server, install the same type driver (32 bit version) on one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64 bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32 bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

* Trademark ownership information

Solution ID TAUS0700619EN* **Solution Usage** 0

Description
DF-316\DF-322, J61-1 or J62-3 error codes.

Solution
CAUSE: Interlock switch is failing.

SOLUTION: Replace the interlock switch (p/n 4014130101).

Solution ID TAUS0701913EN* **Solution Usage** 0

Description
How to enable/disable the sound alert when the machine has no paper, toner, or experiences a jam.

Solution
To enable/disable the sound alert when the machine has no paper, toner, or experiences a jam, perform the following:
1. With the machine powered ON press the HELP key.
2. Touch [KEY OPERATOR MODE] on the touchscreen.
3. Touch the down-arrow located on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left corner of the touchscreen four times.
6. Repeatedly, touch the down-arrow located on the right side of the touchscreen until [33 Sound (No paper, Toner / Jam] is highlighted.
7. Repeatedly, touch [Change Setting Contents] on the touchscreen until the desired setting of [OFF], [3 Seconds], [5 Seconds], or [10 Seconds] is displayed on the touchscreen.
8. Touch [RETURN] on the touchscreen to lock the programmed selection into the machine memory.
9. Touch [RETURN] to return to the normal screen.

Solution ID TAUS0624960EN* **Solution Usage**

Description
SC46-24 after cleaning the copier.

Solution

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

CAUSE: The white strip under the slit glass bracket is missing.It is used at start up toperform shading correction.

SOLUTION: Check that the copier has been properly re-assembled. Install/position any missing parts (white strip)and open and shut the front door to clear the code. If the code does not clear, check the connectors to the ICB (Image Control Board) and re-flash or replace the board (p/n 4396-1278-01)if necessary.
Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0626720EN* **Solution Usage**

Description

How to isolate Tray 2.

Solution

To isolate Tray 2, perform the following:
1. Access the 25 mode.
2. Touch [Software SW setting] on the touchscreen.
3. Scroll to dipswitch 18-1.
4. Touch [ON (1)] on the touchscreen.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0626956EN* **Solution Usage**

Description

Is Bates Stamping supported?

Solution

Bates Stamping is not supported.

Solution ID TAUS0630302EN* **Solution Usage**

Description

How to program the machine to default to 8.5x11 when a small size original is placed on the platen glass.

Solution

To program the machine to default to 8.5x11 when a small size original is placed on the platen glass, perform the following:
1. Flash the Image Control and Printer Control firmware to the latest level.
2. Hold the [P] key down until the message [Enter 4-digit password to change Mode] is displayed at the top of the touchscreen.
Note: The key must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the START key.
4. Touch [4. Key operator mode] on the touchscreen.
5. Touch the down-arrow which is located at the lower left corner of the touchscreen one (1) time.
6. Touch [13. Memory switch setting] on the touchscreen.
7. Touch the down-arrow on the lower left corner of the touchscreen two (2) times.
8. Using the down-arrow located on the right side of the touchscreen, scroll to [17. Platen org. size detect (SMALL)].
9. Repeatedly touch [Change Setting Contents] until 8.5x11 is displayed as the setting.
10. Touch [RETURN] on the lower right corner of the touchscreen.
11. Touch [MODE CHANGE] on the lower right corner of the touchscreen.
12. Touch [EXIT] on the lower right corner of the touchscreen to return to the normal mode.

Solution ID TAUS0639646EN* **Solution Usage**

Description

Test results when printing from PrintShop Mail© version 5. Testing was performed on the 7085, 7145, 7235, 7228, 7272, 7255, 8050, C350 and 8031. Tests were performed on 9/04 and may not reflect changes or updates that have occurred after testing was complete.

Solution

Printers that exhibited no abnormalities are the C350, 8031, 7085, 7272 and 7255. All print jobs printed correctly as they were sent.
Booklets can only be scaled at 100%, as a form cannot be scaled after it is sent to the printer. If the form is 8.5x11, a signature booklet cannot be made.
All of these printers exhibited slow performance when the job was set up to be split for finishing options. This is due to the nature of the printers being document printers and not page printers.
Printing anywhere near rated engine speed should not be expected on split PrintShop Mail© jobs.
Printing to the C350, 8031 and 8050 using the Freeform option speeded up performance as the form is pre-RIPped on the controller and does not have to be RIPped for each set.
If using the split job function, performance is still slowed down using Freeform as each set is sent down as a separate job.
The following are the only items that did not perform correctly with this basic test:
1. IP-432/7145, IP-424/7228/7235 visual drivers did not allow any printing. All print jobs generated a PostScript error. The Adobe® based drivers for these printers did work, but do not support all features of the printer.
2. IP-901/IP-921/8050 booklet mode does not function. This is in specification of the 8050. Prospective customers of PrintShop Mail© should be aware of this limitation if purchasing for this engine.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

3. One test document did not print using the Freeform option on the IC-401, IP-921 and X3e PLUS, but did print on the IP-901. All other test documents printed fine. This was a large graphics file and may not have printed due to the smaller amount of memory on the embedded controllers.

Solution ID TAUS0642509EN* **Solution Usage**

Description

SERIES OF ORIGINALS DIFFER PLEASE RELEASE STAPLE MODE message when attempting to print and staple mixed sized documents of 8.5x11 and 8.5x14.

Solution

CAUSE: The 8.5x11 pages, by default, are formatted for long edge feed (LEF) if the print data stream sees that the print engine has an 8.5x11 (LEF) tray installed. This will always occur even if there is an 8.5x11R short edge feed (SEF) tray installed as well. Therefore, the message to release the staple mode occurs because of the conflict of attempting to staple 8.5x11 (LEF) and 8.5x14 papers. This is physically impossible by the finisher.

SOLUTION: There are two scenarios to consider:
1. If printing via the IP511A PCL* driver, slightly withdraw the two 8.5x11 (LEF) trays 1 and 2. This will force the print data to be rotated to accommodate the 8.5x11R (SEF) paper tray.
2. If printing via the IP511A Visual PostScript* driver, select an OUTPUT PAPER SIZE of 8.5x11R from the PRINTER PROPERTIES -> SETUP tab. This selection will force the IP511A to rotate the image for 8.5x11R (SEF) paper, therefore allowing the stapling of 8.5x11R and 8.5x14 papers.
Note: The IP511A PCL driver will not be changed to have the same operation as the IP511A Visual PostScript driver.
KMBS/SSD has informedKonica Minolta Engineering in Japan of this issue; their findings indicated that it is impossible to incorporate this option with the IP511A PCL driver.

Solution ID TAUS0643199EN* **Solution Usage**

Description

SC46-06.

Solution

PROBABLE CAUSES:
1. Faulty or incompatible memory.
Try removing the optional memory installed in the copier. Check to see if the memory module has "B6981AB" or "MP603R2" printed on it. If not, replace the memory module to correct the SC46-06 error.
PART NUMBER MEMORY
7640000110 64MB
7640000111 128MB
7640000849 512MB

2. Failed ICB.
If replacing the memory fails to remedy the issue, the ICB (Image Control Board) should be replaced (p/n 4396-1278-01).
Notes :
1.The ICB (Image Control Board) comes without programming so the System ROMs will need to be re-flashed once the board is replaced.
2. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0644836EN* **Solution Usage**

Description

Cannot perform scan function without accessing the third-party key counter device.

Solution

CAUSE: The older 7225/7272 firmware specification does not support scanning without accessing the key counter.

SOLUTION: Upgrade 7255 image controller to level 13 – MCIO (56sei013mci0p.exe) or 7272 image controller to level 13 – MCIO (56qei013mci0p.exe).
Note : The firmware and modification notice are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0649327EN* **Solution Usage**

Description

How to disable Platen APS.

Solution

To disable Platen APS, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down-arrow on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen until number [10 Platen APS] is displayed.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

6. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed.
7. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID TAUS0655608EN* **Solution Usage**

Description

Are Konica Minolta MFPs compatible with Category 6 cable standard?

Solution

Konica Minolta MFPs are fully compatible with Category 6 cable standard.
Category 6 cable is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards.
Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard is suitable for 10BASE-T/100BASE-TX and 1000BASE-T (Gigabit Ethernet) connections and it provides performance of up to 250MHz.

Solution ID TAUS0656262EN* **Solution Usage**

Description

Can custom stamps or watermarks be created for copying?

Solution

There is no capability to create custom stamps or watermarks at the machine.

Solution ID TAUS0657048EN* **Solution Usage**

Description

Howto hole-punch Mixed originals.

Solution

Hole punching is unavailable when selecting Mix Original mode. Please refer to the Mix original section of the User Reference for Incompatibilities when using Mixed Original mode.

Solution ID TAUS0657873EN* **Solution Usage**

Description

Problem: Wrong charge wire part # 56UA25090 was included in the 7255 / 7272 PM kits # D56QAPM250 shipped between 9/28/2006 through 10/31/2006, or is stamped with a date "CHECKED Sep 28 2006", on the outside of the box.

Solution

If you received the PM kits # D56QAPM250 between 9/28/2006 through 10/31/2006 or is stamped with a date "CHECKED Sep 28 2006", on the outside of the box and the charge wire shows part #56UA25090 contact the parts department 1-800-456-6422 X 2185 for verification and shipment of free of charge replacement.

CORRECT PART # FOR THE CHARGE WIRE IS

56AA25090.

Solution ID TAUS0700277EN* **Solution Usage**

Description

Can one-touch buttons be edited or deleted?

Solution

To add or delete one-touch keys, perform the following:
1. Enter the Key Operator Mode.
2. Go to #19 [Scanner transmission settings].
3. Select E-mail, HDD, or FTP.
4. Select the key for the name to be changed or deleted. To change the name, touch the appropriate key, and then touch [Change]. Continue with step 5. To delete the name, touch the appropriate key, and then touch [Delete]. Skip to step 6.
5. Type in the recipient information into each input screen. Touch the key on the left to select the information, and then touch the character keys on the right to

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

type in the information.
6. Touch [OK]. The Scan transmission setting screen appears again.
7. Touch [RETURN] on the Scan transmission setting screen to return to the Key Operator mode menu screen.

Solution ID TAUS0700838EN* **Solution Usage**

Description
How to isolate Tray 1.

Solution
To isolate Tray 1, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW setting] on the touchscreen.
4. Scroll to software switch 18-0 using the arrow keys.
5. Set 18-0 to [ON (1)], which will enable Tray 1 isolation.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0701129EN* **Solution Usage**

Description
How to display the HDD capacity on the touchscreen.

Solution
To display the HDD capacity of the HDD on the touchscreen, perform the following:
1. Press the HELP key.
2. Touch [KEY OPERATOR MODE] at the bottom of the touchscreen.
3. Touch the down-arrow, which is located at the bottom left corner of the touchscreen one time.
4. Touch [18. HDD management setting] on the touchscreen.
5. Touch [3. State of HDD capacity] on the touchscreen.
6. To return to the normal screen touch [Return] three times on the touchscreen.

Solution ID TAUS0701285EN* **Solution Usage**

Description
Unable to access printer mode using the Printer Key on the operation panel.

Solution
CAUSE: The memory is scrambled.

SOLUTION: Please call the Konica Minolta SSD Hotline for initialization procedure.
Note : The main body serial number must be input after the initialization procedure. Failure to do so will result in an SC56-04 code.

Solution ID TAUS0701543EN* **Solution Usage**

Description
SC80-40, even after re-flashing the finisher.

Solution
CAUSE: Failed relay board.

SOLUTION: Replace the finisher relay board (p/n 14JS -932 0).

Solution ID TAUS0702146EN* **Solution Usage**

Description
How to perform Print Screens (screen shots) from a Microsoft® Windows OS and Macintosh® OS.

Solution
Please see the attacheddocument for detailed information.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0702182EN* **Solution Usage**

Description
Is it possible to change the default scan settings for density and original type?

Solution
The scanning defaults for density and original type cannot be changed.

Solution ID TAUS0702553EN* **Solution Usage**

Description
How to adjust the controller set – copier time out.

Solution
To adjust the controller set – copier time out, perform the following:
1. Press the mode key twice to access the PRINT mode.
2. Touch [Controller Set] on the touchscreen.
3. Touch the [down-arrow] on the touchscreen.
4. Touch [Copier Time Out] on the touchscreen.
5. Touch [OK] on the touchscreen.
6. Touch [15sec], [30sec], [60sec], or [90sec] on the touchscreen as desired by the customer.
7. Touch [OK] on the touchscreen.
8. Touch [CANCEL] on the touchscreen.
9. Press the mode key once to access the COPY mode.

Solution ID TAUS0702595EN* **Solution Usage**

Description
How to program timer which prohibits print.

Solution
To program the timer which prohibits print, perform the following:
1. Access the Key Operator Mode.
2. Touch the down-arrow located on the lower left corner of the touchscreen.
3. Touch [13 Memory switch setting] on the touchscreen.
4. Touch the [down-arrow] located on the lower left corner of the touchscreen five (5) times.
5. Touch the [down-arrow] located on the right side of the touchscreen. [Timer which prohibits Print] will be highlighted.
6. Repeatedly, touch [Change Setting Contents] on the touchscreen until the desired setting is displayed. The available choices are: OFF, 15 seconds, 30 seconds, 60 seconds, or 90 seconds.
7. Touch [RETURN] on the touchscreen twice to return to the normal copy mode.

Solution ID TAUS0702890EN* **Solution Usage**

Description
Printing to a Windows Samba shared printer from a Macintosh®.

Solution
Please perfrom the step-by-step procedure mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702892EN* **Solution Usage**

Description
Availability of 64-bit PCL printer drivers.

Solution
The latest 64-bit PCL printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0702893EN* **Solution Usage**

Description
Availability of an Adobe® PostScript printer driver for Intel® Macintosh®.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.

7255

Solution

The latest Adobe® PostScript printer drivers for Intel® Macintosh® are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0702943EN* **Solution Usage**

Description

Availability of 64-bit Virtual PostScript printer drivers.

Solution

The latest 64-bit Virtual PostScript printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0703051EN* **Solution Usage**

Description

DF-322, J62-05 errors only when feeding duplexed originals.

Solution

CAUSE: Worn and/or damaged conveyance feed parts.

SOLUTION:Inspectand/or replace thepulley (p/n13QA76530), drive gear(p/n 13QA77120) and thereversal shaft holder (p/n 13GL15240).

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.